Data for Everyone: Creating and Using Data to Improve the Day-to-Day for Every Office Role

Presenters:
Jenna Bradley, Assistant Director
Megan DiGiovanni, Accommodation Coordinator
Mie-Hawa Sumner, Accommodation Coordinator

We ask you to join us in creating a culture that reflects…

Access and Inclusion

and

Civility and Respect

…this week and in all aspects of our organization.

Session Agenda:

1. UD & DSS Demographics
2. Planning for High Exam Volume
3. Housing Accommodation Reminder Emails
4. Team Dynamix & Alternatives
5. Managing Flexibility with Attendance
6. Digital Toolkit
7. Small Groups: Current Data Collection Challenge
8. Ideas from the audience/ Q&A

University of Delaware

- Privately-governed, state-assisted R1
- Mid-Atlantic
- 4 satellite campuses
- 60-65% out of state
- NY, NJ, PA, MD, VA

ENROLLMENT

19,071
undergraduate students

4,386
graduate students

955
Professional & Continuing Studies students

24,412
total enrollment

Disability Support Services

About DSS:

- Division of Student Life
- Assistive Tech Dept. & Test Center in house
- About **2,900** students
- Averaging 900 new Registrations/year (24-26)

Reported diagnoses:

- ADHD (1272)
- Mental Health (999)
- Medical/Chronic Health (513)
- Learning Disability (396)
- Autism Spectrum (147)
- **2 or more disabilities (1998)**

Formal Assessment Cycle

- DSS Student Survey each spring/summer (internal)
- Annual Report due each summer to Division leadership
- New: Divisional 6 Year Assessment Cycle incl. Self-Study and External Review & Report

Issue: High Exam Volume

- Exam volume during Finals week exceeds Test Accommodation Center (TAC) capacity (44 seats)
- 1,398 exams in 5 days of Finals in Spring 2026
- Requires use of classrooms outside the TAC
- **Which students and exams to move to accommodate all test requests in distraction-reduced environments?**

Our Solution:

Use excel formulas to plan which exams to move to classrooms to ensure that at any time:

1. TAC never exceeds capacity (44 seats)
2. Classrooms (50 capacity) never exceed 15 students each

How to Plan for High Exam Volume:

Systems/Tools Used:

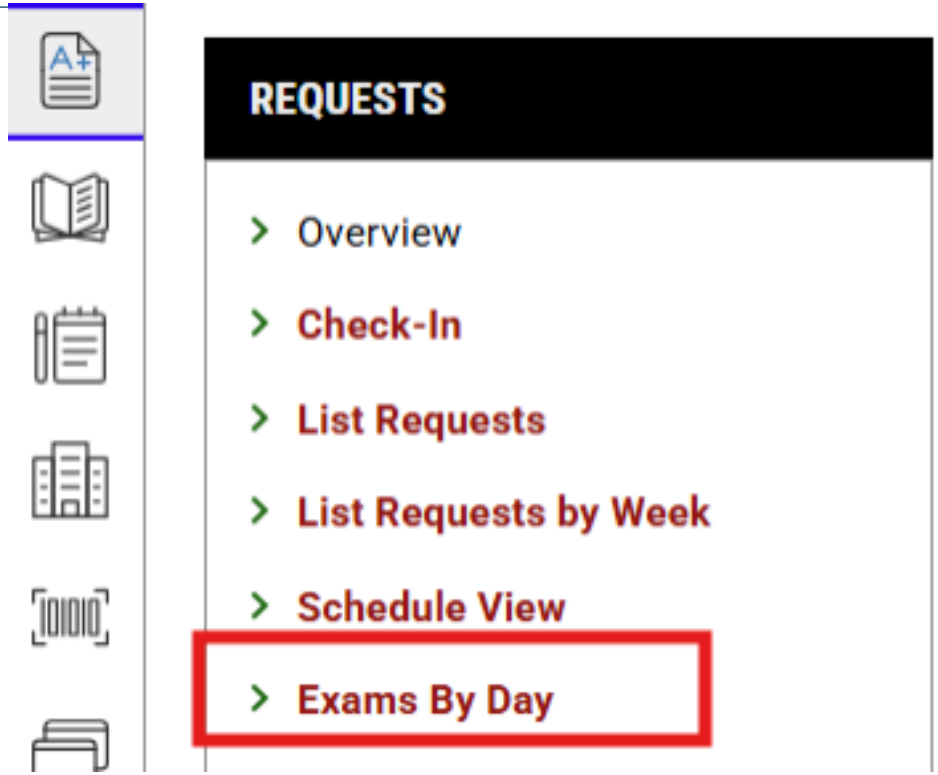
- **AIM**: for list of exams on that day
- **Excel**: to manipulate data
- **ChatGPT**: to write Excel formulas

Materials needed:

- List of exams on 1 day
- **Timeline View of Exams - blank** spreadsheet from our Digital Toolkit

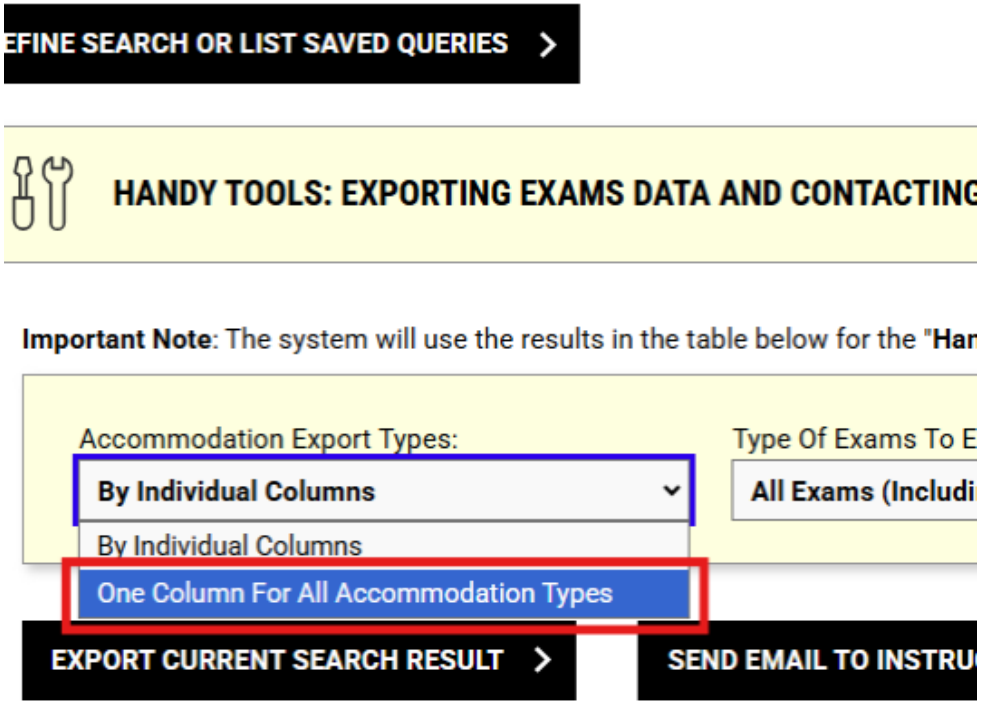
Step 1:

Start with a list of scheduled exams on a given day in Excel.



If using AIM…

- Export list of Exams by Day to CSV
- Choose use one column for all accommodations



Step 2: Clean up headings to match

Timeline View headings:

- Last name
- First name
- Course subject
- Course number
- Section number
- Professor
- Start time
- End time
- “Tags” (aka accommodations).

Step 3: Open Blank Timeline View Spreadsheet

J2

=IF(AND(TAC!J$1>=$F2,TAC!J$1<=$G2),"X","")

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	Last Name	First Name	Subject	Course	Section	Start Time	End Time	Instructor	Tags	8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM
2																						
3																						
4																						
5																						
6																						
7																						
8																						
9																						

Blank Timeline View Spreadsheet (cont'd)

									0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
									8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM			

TAC | 131 | 132 | 221 | 222 | 227 | 228 | 318 | 314 | +

Step 4:

Paste your list of exams into the Timeline View spreadsheet

(make sure your column headings match!)

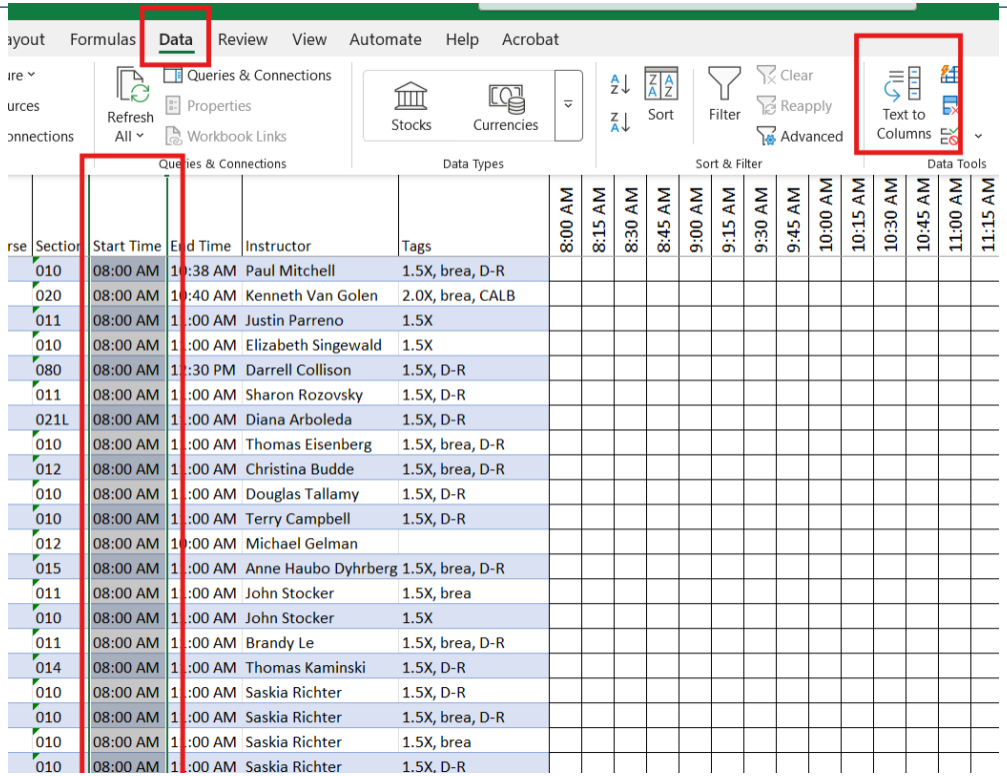
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
ne	First Name	Subject	Course	Section	Start Time	End Time	Instructor	Tags	8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM
	Hailey	ANTH	205	010	08:00 AM	10:38 AM	Paul Mitchell	1.5X, brea, D-R							
	Jacoby	BISC	208	020	08:00 AM	10:40 AM	Kenneth Van Golen	2.0X, brea, CALB							
	Laura	BISC	305	011	08:00 AM	11:00 AM	Justin Parreno	1.5X							
	Natalia	CHEM	101	010	08:00 AM	11:00 AM	Elizabeth Singewald	1.5X							
	Yashu	CHEM	112	080	08:00 AM	12:30 PM	Darrell Collison	1.5X, D-R							
	Margot	CHEM	527	011	08:00 AM	11:00 AM	Sharon Rozovsky	1.5X, D-R							
	Jan	CIEG	213	021L	08:00 AM	11:00 AM	Diana Arboleda	1.5X, D-R							
	Melaina	ECON	306	010	08:00 AM	11:00 AM	Thomas Eisenberg	1.5X, brea, D-R							
	Madison	EDUC	310	012	08:00 AM	11:00 AM	Christina Budde	1.5X, brea, D-R							
	Nina	ENWC	346	010	08:00 AM	11:00 AM	Douglas Tallamy	1.5X, D-R							
	Sadie	FINC	200	010	08:00 AM	11:00 AM	Terry Campbell	1.5X, D-R							
	Sophia	FINC	311	012	08:00 AM	10:00 AM	Michael Gelman								
	Addison	FINC	311	015	08:00 AM	11:00 AM	Anne Haubo Dyhrberg	1.5X, brea, D-R							
	Samuel	FINC	419	011	08:00 AM	11:00 AM	John Stocker	1.5X, brea							
	Lauren	FINC	619	010	08:00 AM	11:00 AM	John Stocker	1.5X							
	Talia	HBNS	310	011	08:00 AM	11:00 AM	Brandy Le	1.5X, brea, D-R							
	Jade	KAAP	305	014	08:00 AM	11:00 AM	Thomas Kaminski	1.5X, D-R							
	Victoria	KAAP	309	010	08:00 AM	11:00 AM	Saskia Richter	1.5X, D-R							
	Tara	KAAP	309	010	08:00 AM	11:00 AM	Saskia Richter	1.5X, brea, D-R							
	Julia	KAAP	309	010	08:00 AM	11:00 AM	Saskia Richter	1.5X, brea							
	Savannah	KAAP	309	010	08:00 AM	11:00 AM	Saskia Richter	1.5X, D-R							
	Julia	KAAP	309	010	08:00 AM	11:00 AM	Saskia Richter	1.5X, brea							
	Kealeigh	MATH	115	010	08:00 AM	10:50 AM	Tammy Rossi	1.5X, D-R							
	Jaden	MATH	115	011	08:00 AM	10:50 AM	Tammy Rossi	1.5X, brea, D-R							
	Joshua	MATH	232	011	08:00 AM	10:50 AM	Giovanna Lisey	1.5X, D-R							

TAC 131 132 221 222 227 228 318 314 +

Accessibility: Good to go

Step 5:

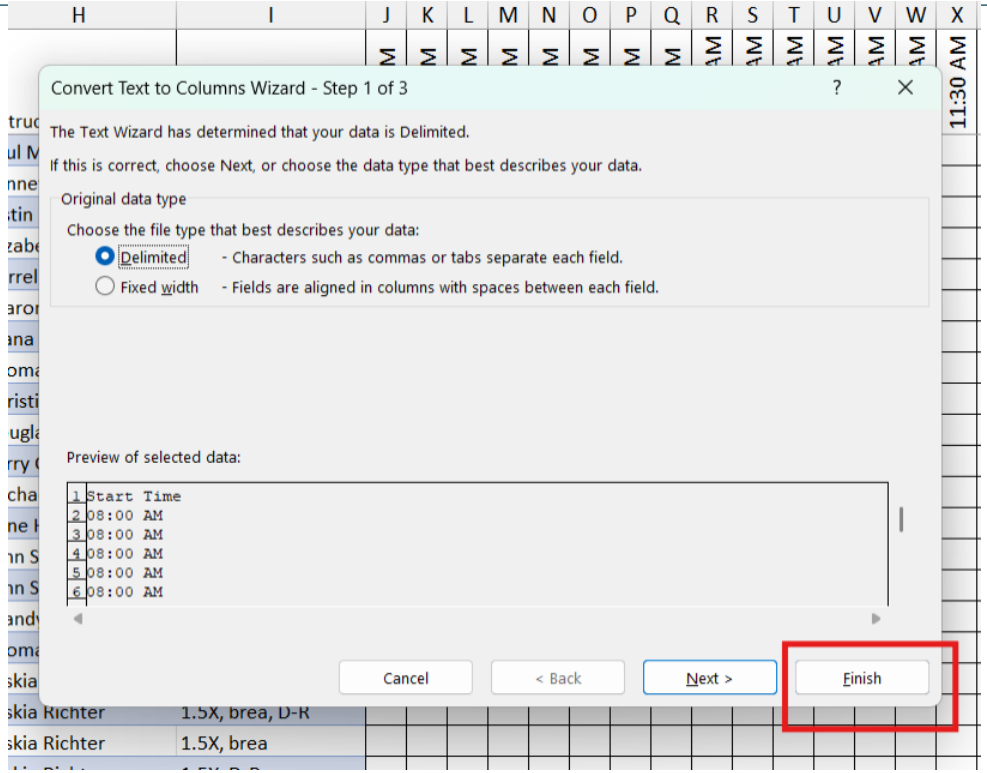
- Select entire “Start Time” column
- Go to “Data” menu heading
- Select “Text-to-Columns”



Section	Start Time	End Time	Instructor	Tags	8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM
010	08:00 AM	10:38 AM	Paul Mitchell	1.5X, brea, D-R														
020	08:00 AM	10:40 AM	Kenneth Van Golen	2.0X, brea, CALB														
011	08:00 AM	11:00 AM	Justin Parreno	1.5X														
010	08:00 AM	11:00 AM	Elizabeth Singewald	1.5X														
080	08:00 AM	12:30 PM	Darrell Collison	1.5X, D-R														
011	08:00 AM	11:00 AM	Sharon Rozovsky	1.5X, D-R														
021L	08:00 AM	11:00 AM	Diana Arboleda	1.5X, D-R														
010	08:00 AM	11:00 AM	Thomas Eisenberg	1.5X, brea, D-R														
012	08:00 AM	11:00 AM	Christina Budde	1.5X, brea, D-R														
010	08:00 AM	11:00 AM	Douglas Tallamy	1.5X, D-R														
010	08:00 AM	11:00 AM	Terry Campbell	1.5X, D-R														
012	08:00 AM	10:00 AM	Michael Gelman															
015	08:00 AM	11:00 AM	Anne Haubo Dyhrberg	1.5X, brea, D-R														
011	08:00 AM	11:00 AM	John Stocker	1.5X, brea														
010	08:00 AM	11:00 AM	John Stocker	1.5X														
011	08:00 AM	11:00 AM	Brandy Le	1.5X, brea, D-R														
014	08:00 AM	11:00 AM	Thomas Kaminski	1.5X, D-R														
010	08:00 AM	11:00 AM	Saskia Richter	1.5X, D-R														
010	08:00 AM	11:00 AM	Saskia Richter	1.5X, brea, D-R														
010	08:00 AM	11:00 AM	Saskia Richter	1.5X, brea														
010	08:00 AM	11:00 AM	Saskia Richter	1.5X, D-R														

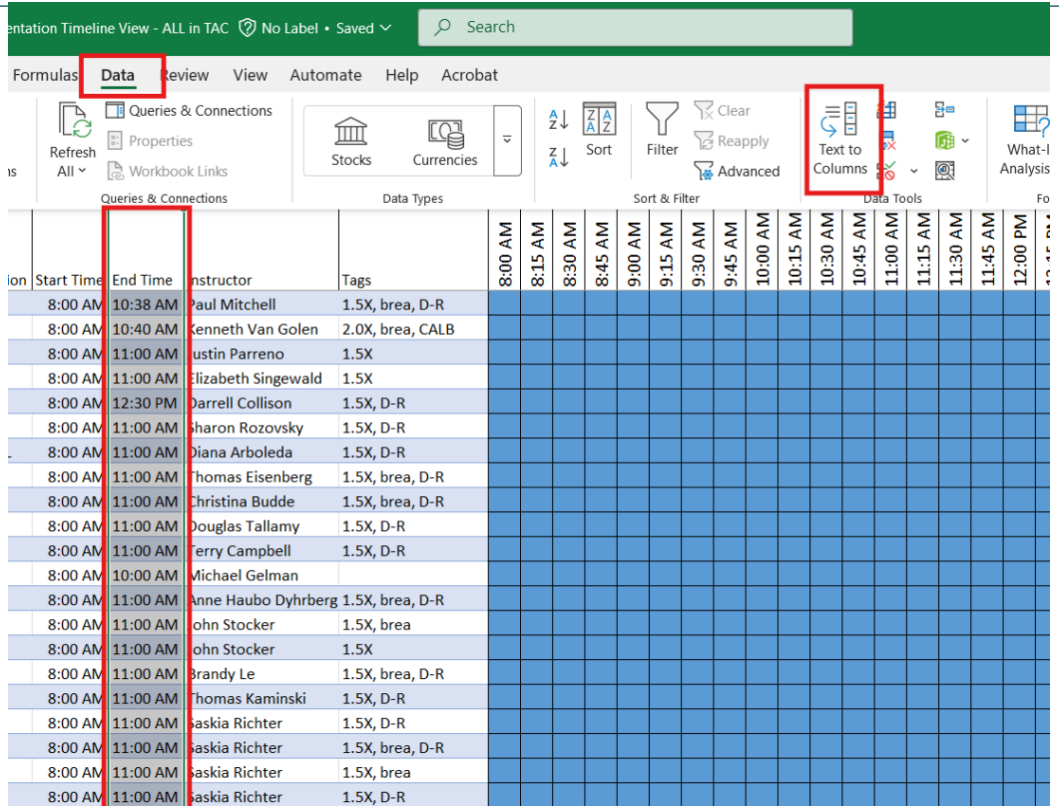
Step 5 (contd):

In the pop-up window, select Finish



Step 6:

Repeat Step 5 for the End Time column.



ion	Start Time	End Time	nstructor	Tags	8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM
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	8:00 AM	10:00 AM	Michael Gelman																		
	8:00 AM	11:00 AM	Anne Haubo Dyhrberg	1.5X, brea, D-R																	
	8:00 AM	11:00 AM	ohn Stocker	1.5X, brea																	
	8:00 AM	11:00 AM	ohn Stocker	1.5X																	
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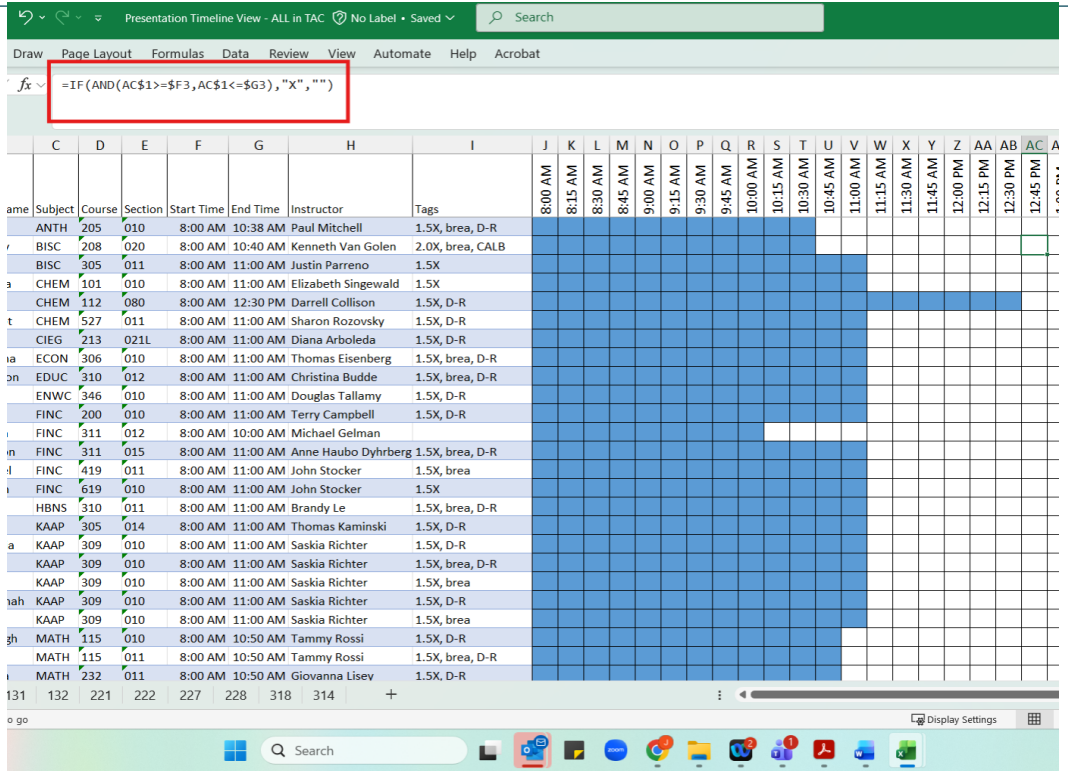
	8:00 AM	11:00 AM	askia Richter	1.5X, D-R																	
	8:00 AM	11:00 AM	askia Richter	1.5X, brea, D-R																	
	8:00 AM	11:00 AM	askia Richter	1.5X, brea																	
	8:00 AM	11:00 AM	askia Richter	1.5X, D-R																	

Excel Formulas

Conditional Formatting: Blue boxes show when that student may need a seat



Step 7:

Scroll down to see total number of students who *may* be testing at any given time

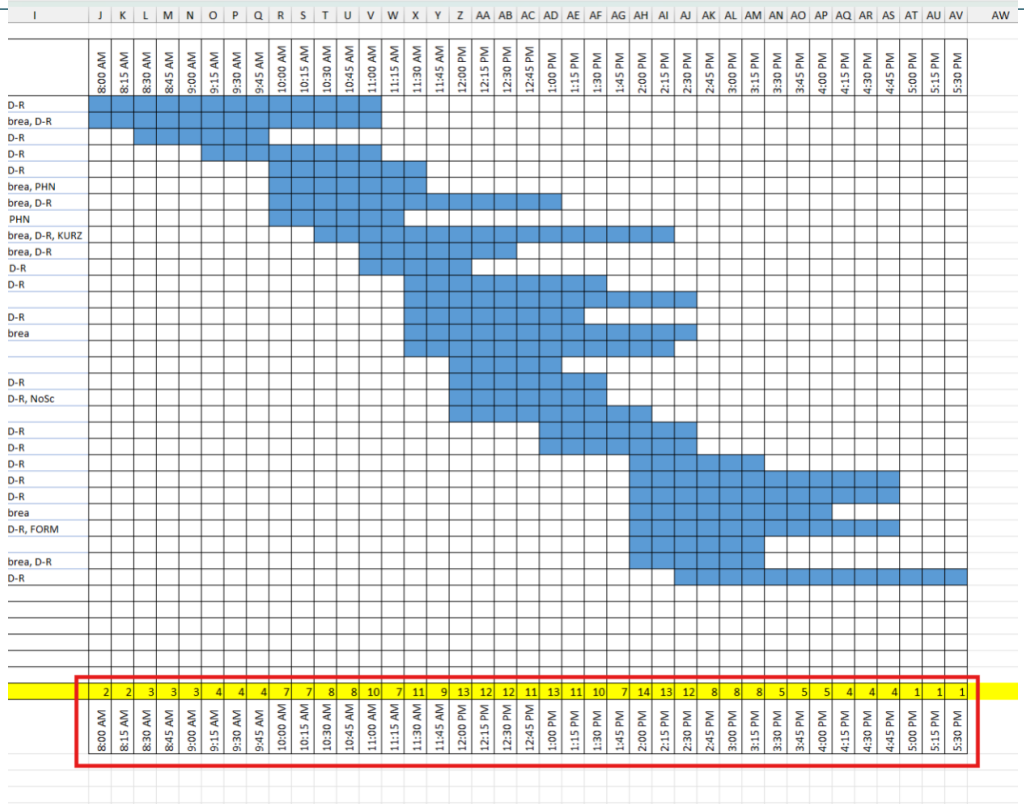
	8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM	12:15 PM	12:30 PM	12:45 PM	1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM	2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM	3:30 PM	3:45 PM	4:00 PM	4:15 PM	4:30 PM	4:45 PM	5:00 PM	5:15 PM	5:30 PM
1.5X, D-R																																							
1.5X																																							
1.5X, D-R																																							
1.5X, D-R																																							
1.5X, D-R																																							
	38	38	40	40	48	49	52	52	65	63	67	63	81	54	110	106	129	123	126	123	134	124	128	113	153	144	154	113	112	101	92	92	92	85	85	75	25	25	22

Step 8: Moving Exams

- Copy/paste exams from TAC into sheets for classrooms
- Remember to delete moved exams from TAC

Reminders for classrooms:

- Check room capacity as you go
- Our rule: 50 capacity rooms = 15 students max.

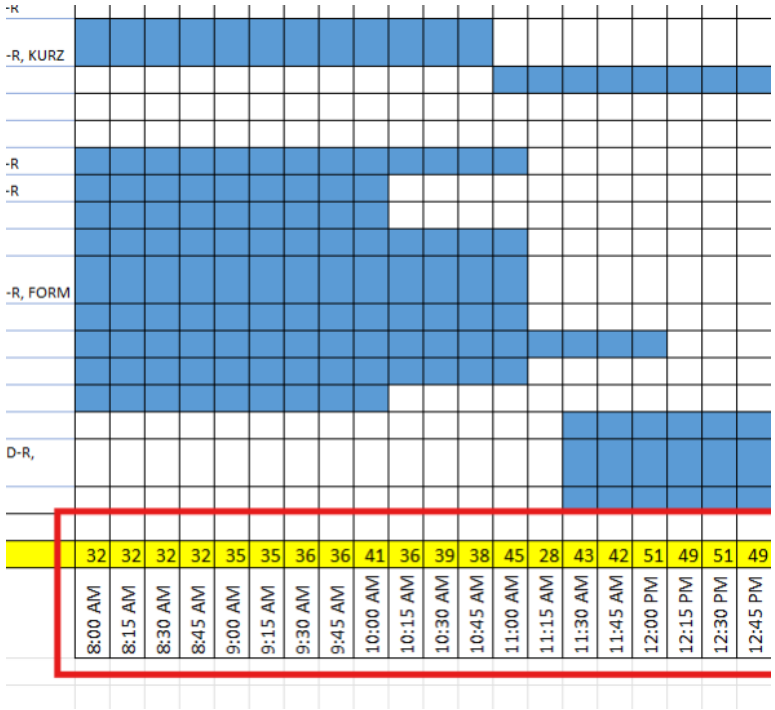


Example: Exam Numbers in 1 Classroom

8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM	11:45 AM	12:00 PM	12:15 PM	12:30 PM	12:45 PM	1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM	2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM	3:30 PM	3:45 PM	4:00 PM	4:15 PM	4:30 PM	4:45 PM	5:00 PM	5:15 PM	5:30 PM
2	2	3	3	3	4	4	4	7	7	8	8	10	7	11	9	13	12	12	11	13	11	10	7	14	13	12	8	8	8	5	5	5	4	4	4	1	1	1

Step 9: Check TAC Capacity

Keep moving exams out of TAC into classrooms until the number of exams is under your capacity at all times



Additional Tips

- In the TAC sheet, highlight any students/exams that cannot leave the TAC due to required technology
- Use Remove Duplicates to create a list of which classes/test are in which outside classrooms

Benefits:

Improves our services by ensuring that we can provide services to all students requesting accommodated exams regardless of request volume

Data & Applications:

- Number of days that test volume exceeds Test Center capacity
- Average daily exam volume that can be accommodated within Test Center capacity (150+ needs other test spaces)
- Number of classrooms needed for Finals weeks

Data & Applications (continued):

- High volume times outside finals week that need planning (midterms, last week of classes)
- Staffing needs for Finals week (DSS staff, volunteer proctors)
- Staffing needs for Test Center (day-to-day proctoring)

Next Issue: Housing Reminders

- No accommodation management system with automated emailing for housing accommodations
- **How to send reminder emails to hundreds of students without sending duplicate emails to students that have already submitted their housing requests?**

Housing Accommodation Demographics

2025-2026 school year:

- 285 incoming students (first-year students and incoming transfers)
- 424 returning students (students returning from previous school year)
- Total: 709 students requesting housing accommodations

Housing Accommodation Process

- Students complete student section of housing form
- Healthcare providers complete medical section of housing form
- Completed form submitted to disability support office
- Request form information entered into Excel sheet:
  - Student's name, ID number, date of birth, email address, phone number, recommended accommodations

Housing Accommodation Process Continued

- Housing accommodations are entered into the housing portal
- Confirmation emails are sent to students
- Deadlines in the spring semester
  - Incoming students - May (first years), June (transfers)
  - Returning students - February

Housing Accommodation Presenting Problem

- Returning students receive emails from Residence Life and Housing Office reminding them to re-apply for housing
- Housing applications and housing accommodation requests are separate processes in separate offices
- Students often assumed that reapplying for housing meant reapplying for housing accommodations
- Information was posted online in advance, however, students often claimed they did not know

Using Excel to Send Housing Accommodation Reminders

- Excel sheet captures students' email addresses
- Initial reminder emails - copy and paste email addresses, add them as blind copies, send emails
- Secondary and tertiary reminder emails - use Excel's VLOOKUP function to compare list of students that have already submitted their housing accommodation request and list of students that still require a reminder email

Step 1: First Column

In the first column, list students that received the first reminder email

	A
1	Students that received first reminder email
2	studentA@university.edu
3	studentB@university.edu
4	studentC@university.edu
5	studentD@university.edu
6	studentE@university.edu
7	studentF@university.edu
8	studentG@university.edu
9	studentH@university.edu
10	studentI@university.edu

Step 2: Second Column

In the second column, list students that have already submitted their housing accommodation requests

B
Students that submitted their housing accommodation requests
studentA@university.edu
studentD@university.edu
studentH@university.edu

Step 3: Third Column

In the third column, enter the following VLOOKUP function:

=FILTER(A2:A16,ISNA(VLOOKUP(A2:A16,B2:B16,1,FALSE)))

C2 | =FILTER(A2:A16,ISNA(VLOOKUP(A2:A16,B2:B16,1,FALSE)))

	A	B	C
1	Students that received first reminder email	Students that submitted their housing accommodation requests	Students that need second reminder email sent
2	studentA@university.edu	studentA@university.edu	studentB@university.edu

- **FILTER** - filters email addresses in both columns and outputs data in organized list
- **VLOOKUP** - finds email addresses that are in the first column but not in the second column

Step 3 (continued):

After entering the VLOOKUP function, a full list of students that need a second reminder email will populate

	A	B	C
1	Students that received first reminder email	Students that submitted their housing accommodation requests	Students that need second reminder email sent
2	studentA@university.edu	studentA@university.edu	studentB@university.edu
3	studentB@university.edu	studentD@university.edu	studentC@university.edu
4	studentC@university.edu	studentH@university.edu	studentE@university.edu
5	studentD@university.edu		studentF@university.edu
6	studentE@university.edu		studentG@university.edu
7	studentF@university.edu		studentI@university.edu
8	studentG@university.edu		studentJ@university.edu
9	studentH@university.edu		studentK@university.edu
10	studentI@university.edu		studentL@university.edu
11	studentJ@university.edu		studentM@university.edu
12	studentK@university.edu		studentN@university.edu
13	studentL@university.edu		studentO@university.edu
14	studentM@university.edu		
15	studentN@university.edu		
16	studentO@university.edu		

Final Steps

Step 4: Copy and paste the email addresses in the third column as blind copies in the second reminder email and send it

Step 5: Repeat same steps for third reminder email

C
Students that need second reminder email sent
studentB@university.edu
studentC@university.edu
studentE@university.edu
studentF@university.edu
studentG@university.edu
studentI@university.edu
studentJ@university.edu
studentK@university.edu
studentL@university.edu
studentM@university.edu

Housing Reminder Sample Email

Our records indicate that you previously requested disability-related housing accommodations. To request housing accommodations for the Fall 2025-Spring 2026 school year, please follow the steps below. If you do not plan to request 2025-2026 housing accommodations, then please disregard this email.

- **Step 1**: Submit student form
- **Step 2**: Submit Medical Professional Form

The deadline to request 2025-2026 housing accommodations is February, 27, 2026. More information can be found on our website.

Problems we were aiming to solve with Team Dynamix:

Limited access
AIM is restricted to students, DSS staff, and instructors. Visitors, staff, and guests have no path in.

No unified intake
No consistent way to collect accommodation requests from visitors, university staff, or event guests.

Ad hoc communication access
Interpreting and captioning requests arrived informally from multiple departments, with no department code collected for billing in a decentralized budget model.

Siloed & invisible
Requests lived in individual inboxes. No university-wide visibility, and coverage gaps when staff were out.

All four gaps pointed to the same need: a request pathway outside of AIM.

Evolution of our process:

Shared inboxes

Google Form

Website request exploration

Connected with IT

Introduced to TeamDynamix

A space for requests both internal and external to the University

DISABILITY SUPPORT SERVICES

- GETTING STARTED +
- ACCOMMODATIONS AND SERVICES −
  - HOW TO REQUEST ACCOMMODATIONS
  - ALTERNATE FORMATS
  - ASL INTERPRETING AND CART REQUESTS
  - ASSISTIVE TECHNOLOGY
  - CURC REQUESTS
  - HOUSING
  - NOTETAKERS
  - TESTING AND EXAMS
- FOR FACULTY AND STAFF +
- RESOURCES +
- FREQUENTLY ASKED QUESTIONS
- ABOUT US +

DSS PORTAL LOGIN

ASL INTERPRETING AND CART REQUESTS

DSS offers American Sign Language (ASL) interpreting, Communication Access Real-Time Translation (CART), video captioning and transcription of pre-recorded videos for students who are eligible for these services.

Please note that if you are having trouble accessing these forms, DSS can provide you with an alternative format. For additional questions, please reach out to dss-interpreting@udel.edu.

Requests for Campus Events

DSS will assist with the scheduling of qualified ASL Interpreters and/or CART (Communication Access Realtime Translation) services for UD-sponsored campus events. DSS strongly prefers requests be **submitted at least two weeks in advance**, if possible. Requests received outside the recommended timeline may be difficult to accommodate with preferred services and/or providers. Please note that if you cancel your request within 48 hours of the event, you will be invoiced for services.

To request services, please submit the Event Request Form below.

EVENT REQUEST FORM ›

Requests for Courses

DSS will assist with the scheduling of qualified ASL Interpreters and/or CART (Communication Access Realtime Translation) services for UD-sponsored courses. **Submit one form for each course you are enrolled in.** Please submit requests at least two weeks prior to the start of the semester.

To request services, please submit the Course Request Form below.

COURSE REQUEST FORM ›

Why we chose Team Dynamix?

- ➔ No AIM account required to submit a request
- ➔ Open to all students, staff, faculty, visitors, event guests
- ➔ Integrates with existing IT/service management infrastructure already on campus
- ➔ Forms can be customized to capture the right information upfront, reducing back-and-forth and duplication
- ➔ Ability to run reports and collect/track centralized data points

Team Dynamix (TDNext) Dashboard

University of Delaware | View Applications | Search or enter an ID | MC

DSS | My Work

Disability Support Services

Refresh | + New Dashboard | Manage Dashboards

New Captions Requests

No Items

Sent to Vendor

ID	TITLE	REQUESTOR	ACCT/DEPT	STATUS	EVENT DATE	PURPOSE C
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Engr Acad Affairs	Sent to Vendor	Fri 5/22/26	ENGR11212
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Agriculture and Natural Resour	Sent to Vendor	Fri 5/22/26	AGRI175131
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Col Earth Ocean & Environment	Sent to Vendor	Thu 5/21/26	MAST17521
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Admissions Office	Sent to Vendor	Fri 3/13/26	ADMS11211

Event Complete

ID	TITLE	REQUESTOR	ACCT/DEPT	STATUS	EVENT DATE	PURPOSE C
[redacted]	ASL Interpreter Request - Student	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete		
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	Sat 11/11/23	HIST372113 TPS JOYCE
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	Sat 12/9/23	HIST372113 TPS JOYCE
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete	Mon 12/11/23	DCTE42221
[redacted]	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Disabilities Studies	Event Complete	Thu 3/7/24	DSEC42251

Centralized Communication allowing follow-up

University of Delaware | View Applications | Search or enter an ID | MC

DSS | My Work | [redacted]

ASL Interpreter/CART Request - UD Campus Event

SENT TO VENDOR

Service Request ID: [redacted] | 0

GENERAL | TASKS/ACTIVITIES (0) | PEOPLE | T&E | MY ALERTS (0) | ASSETS/CIS (0) | READ BY (4) | CODE (0)

Actions | Add | Edit | Refresh | Print View

Edits | Status Changes | Comments | Search...

MC Megan Cinquegrani (private)

Changed Status from "**Commencement Request**" to "**Sent to Vendor**".

Good morning,

We are working with the vendor to assign interpreters and will update the ticket with the names of the assigned interpreters within 24-48 hours of the event start.

Best,

Megan

Mon 5/18/2026 11:45 AM

Comment Like More...

[redacted]

Hello,

I would like to confirm out request for ASL Interpreters for Friday, May 22 for the COE Convocation at the BCC.

Please confirm.

Thank you,

[redacted]

High-volume periods & Commencement

Commencement is the highest-volume event period

a. Allows us a direct line of communication with media services
b. Allows messaging about captioning placement amongst locations
c. Centralized place to cross check information
d. Allows place for the upload of scripts to be shared with vendors

TDNext allows early form submission, requests come in weeks before the event

Ticket routing and assignment ensures requests reach the right location/vendor in timely manner

Centralizes requests for satellite campuses

Bulk request management: filter by event, date, or accommodation type

What we collect & how it's structured

- Event Name
- Date
- Location
- Start/End time
- On-site Point of Contact
- Purpose Code
- Type of Event
- Audience
- Format

UD Event Request Form part 1

Service Catalog / Students / Disability Support Services / Request Captioning and/or Interpreting Services for Events

+ Show Help − Hide Help

Request Captioning and/or Interpreting Services for Events

All fields marked with an asterisk (*) are required.

Requestor *

Megan Cinquegrani

Acct/Dept *

Disability Support Services

Event Name *

Event Date

Request for: *

- ASL Interpreters
- CART Services
- Both

On Site Contact information (email) *

On Site Contact information (phone) *

UD Event Request Form part 2

I understand that by supplying a purpose code, our department will be invoiced for the Interpreting/CART services that have been requested.

I agree

- ○ Yes

Purpose Code (to charge/bill)

Event Start Time *

Example - 8:30 AM

Event End Time *

Example 2:15 PM

Format of the event

- ○ In-person (live)
- ○ Remote
- ○ Hybrid

Location of the event

Start typing...

Zoom link (if available)

UD Event Request Form Part 3

Type of event *

- ○ One-on-One meeting
- ○ Group meeting
- ○ Workshop/Conference
- ○ Other (Please provide details in the additional information box below)

Additional Information

Please provide information if you selected Other for type of event

Audience

- ○ Deaf/HOH attendee has requested services
- ○ General Audience Accessibility
- ○ Other

I agree that by requesting ASL Interpreting/CART services, I will notify dss-interpreting@udel.edu regarding any changes to the event. Any cancellations made within 48 hours of the event start time will be billed the full rate

I agree *

- ○ Yes

Additional Information for DSS

Format | Font | Size | A | B I U S x_a x^a I_x

Presentation Requests

UNIVERSITY OF DELAWARE

Search the client portal

Megan Cinquegrani

Service Portal Home | Projects | Services | Knowledge Base | Reports

Service Catalog / Students / Disability Support Services / Disability Services Presentation Request

+ Show Help − Hide Help

Disability Services Presentation Request

All fields marked with an asterisk (*) are required.

Short Description *

A short description to explain the nature of the request

Requestor *

The person asking for the request

Megan Cinquegrani

Acct/Dept *

The department of the requestor

Disability Support Services

Presentation Details

Preferred Date: 1st

Your first choice for presentation date

Presentation Requests part 2:

Presentation Details

Preferred Date: 1st

Your first choice for presentation date

Preferred Times: 1st

Preferred time or times for your first date of choice

Preferred Date: 2nd

Your second choice for presentation date

Preferred Times: 2nd

Preferred time or times for your second date of choice

Location/Delivery Format

- In Person
- Virtual

Presentation Requests part 3

Length of Presentation

- ○ 15 minutes
- ○ 30 minutes
- ○ 45 minutes
- ○ 60+ minutes
- ○ Other

Audience Type

Check all that apply

- ☐ Faculty
- ☐ Staff
- ☐ Administrators
- ☐ Other

Estimated Number of Attendees

Presentation Topic(s) Requested

Check all that apply

- ☐ Disability Services Overview
- ☐ How to Refer Students
- ☐ Faculty Rights and Responsibilities
- ☐ Accessibility & Accommodations
- ☐ Student Rights and Responsibilities
- ☐ Accommodation Implementation in Your Course
- ☐ Customized Topic

Teamdynamix - Reports

University of Delaware | View Applications | Search or enter an ID | MC

DSS | My Work | Service Request Detail - 1083209: ...

Filter menu...

- Dashboard
- Groups/Assignments
- Locations
- Search
  - Assigned To Me
  - Awaiting My Review
  - Awaiting My Approval
  - Awaiting Approval
  - Service Requests
- Standard Reports
  - Ticket Aging
  - Ticket Performance
  - Ticket Count Report
  - Ticket History

DSS

New | + Service Request Form | Reports | Edit Dashboard | Refresh | ID/Search

What type of report would you like to create?

- Knowledge Base Report
- Knowledge Base Feedback Report
- Location Rooms Report
- Locations Report
- Ticket Report
- Ticket Tasks Report

Commencement Requests:

University of Delaware | View Applications | Search or enter an ID | MC

DSS | My Work [redacted]

Filter menu...

- Awaiting Interpreter Resp...
- Cancelled
- CART Confirmed
- Closed/Cancelled Caption...
- Commencement Confirm...
- Commencement Request
- Course Complete
- Event Complete
- Fall/Winter Semester (Ong...
- Interpreter(s) Assigned/C...
- Invoice Complete/Payme...
- New Captions Requests
- Ongoing Assignment
- Sent to Vendor
- Spring/Summer Semester ...

Presentation Requests

- All Presentation Requests ...
- Completed Presentation R...
- In Process Presentation R...

DSS

New | + Service Request Form | Reports | Refresh | ID/Search

Actions | Run Report | Print | Page Size: 30

Commencement Request (8)

Tue 6/23/26 9:10 AM

ID	TITLE	REQUESTOR	ACCT/DEPT	STATUS	EVENT DATE	PURPOSE CODE	CREATED	SERVICE	RESPONSIBILITY	RESP GRO
894114	ASL Interpreter/CART Request - UD Campus Event	[redacted]	CAS Events	Commencement Request	Tue 5/20/25	[redacted]	Fri 1/24/25 4:05 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
894118	ASL Interpreter/CART Request - UD Campus Event	[redacted]	CAS Events	Commencement Request	Thu 5/22/25	[redacted]	Fri 1/24/25 4:06 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
894119	ASL Interpreter/CART Request - UD Campus Event	[redacted]	CAS Events	Commencement Request	Thu 5/22/25	[redacted]	Fri 1/24/25 4:07 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
894120	ASL Interpreter/CART Request - UD Campus Event	[redacted]	CAS Events	Commencement Request	Thu 5/22/25	[redacted]	Fri 1/24/25 4:08 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
929279	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Engr Acad Affairs	Commencement Request	Fri 5/23/25	[redacted]	Mon 4/7/25 10:17 AM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
938231	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Col Earth Ocean & Environment	Commencement Request	Thu 5/22/25		Wed 4/23/25 3:18 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp
949777	ASL Interpreter/CART Request - UD Campus Event	[redacted]	IT-University Media Services	Commencement Request	Tue 5/20/25	[redacted]	Tue 5/13/25 12:53 PM	Request Captioning and/or Interpreting Services for Events	[redacted]	DSS Supp

Export Reports to Excel

University of Delaware | View Applications | Search or enter an ID | MC

DSS | My Work | Service Request Detail - 1083209: ...

Filter menu...

- Awaiting Interpreter Resp...
- Cancelled
- CART Confirmed
- Closed/Cancelled Caption...
- Commencement Confirm...
- Commencement Request
- Course Complete
- Event Complete
- Fall/Winter Semester (Ong...
- Interpreter(s) Assigned/C...
- Invoice Complete/Payme...
- New Captions Requests
- Ongoing Assignment
- Sent to Vendor
- Spring/Summer Semester ...

Presentation Requests

- All Presentation Requests ...
- Completed Presentation R...
- In Process Presentation R...

DSS

New | + Service Request Form | Reports | Refresh | ID/Search

Actions | Run Report | Print | Page Size: 30

- Export to Excel
- Show Details
- Copy

te (31)

Tue 6/23/26 9:13 AM

		REQUESTOR	ACCT/DEPT	STATUS	EVENT DATE	PURPOSE CODE	CREATED	SERVICE	RESPONSIBILITY	RESP GROUP
641600	reter Request - Student	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete			Thu 9/14/23 7:16 PM	Request Captioning and/or Interpreting Services for Courses	Megan Cinquegrani	DSS Support
663473	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	Sat 11/11/23	[redacted]	Sat 10/14/23 9:38 AM	Request Captioning and/or Interpreting Services for Events	Megan Cinquegrani	DSS Support
663474	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	Sat 12/9/23	[redacted]	Sat 10/14/23 9:41 AM	Request Captioning and/or Interpreting Services for Events	Megan Cinquegrani	DSS Support
696575	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete	Mon 12/11/23	[redacted]	Mon 12/11/23 3:24 PM	Request Captioning and/or Interpreting Services for Events	Megan Cinquegrani	DSS Support
712820	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Disabilities Studies	Event Complete	Thu 3/7/24	[redacted]	Thu 1/18/24 3:03 PM	Request Captioning and/or Interpreting Services for Events	Megan Cinquegrani	DSS Support
720301	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Engr Acad Affairs	Event Complete	Fri 5/24/24	[redacted]	Wed 1/31/24 2:22 PM	Request Captioning and/or Interpreting Services for Events	Megan Cinquegrani	DSS Support
769352	ASL Interpreter/CART Request - UD Campus Event	[redacted]	IT-University Media Services	Event Complete	Wed 5/22/24	[redacted]	Mon 5/13/24 12:42 PM	Request Captioning and/or Interpreting Services for Events	Unassigned	DSS Support

Sample Excel Export

ID	Title	Requestor	Acct/Dept	Status	Event Date	Purpose Code	Created	Service
641600	ASL Interpreter Request - Student	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete		[redacted]	9/14/2023 19:16	Request Captioning and/or Interpreting Services for Courses
663473	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	11/11/2023	[redacted]	10/14/2023 9:38	Request Captioning and/or Interpreting Services for Events
663474	ASL Interpreter/CART Request - UD Campus Event	[redacted]	History	Event Complete	12/9/2023	[redacted]	10/14/2023 9:41	Request Captioning and/or Interpreting Services for Events
696575	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr Excelnc & Eqty in Tchr Prp	Event Complete	12/11/2023	[redacted]	##############	Request Captioning and/or Interpreting Services for Events
712820	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Disabilities Studies	Event Complete	3/7/2024	[redacted]	1/18/2024 15:03	Request Captioning and/or Interpreting Services for Events
720301	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Engr Acad Affairs	Event Complete	5/24/2024	[redacted]	1/31/2024 14:22	Request Captioning and/or Interpreting Services for Events
769352	ASL Interpreter/CART Request - UD Campus Event	[redacted]	IT-University Media Services	Event Complete	5/22/2024	[redacted]	5/13/2024 12:42	Request Captioning and/or Interpreting Services for Events
803081	ASL Interpreter/CART Request - UD Campus Event	[redacted]	IT-University Media Services	Event Complete	8/26/2024	[redacted]	7/23/2024 15:52	Request Captioning and/or Interpreting Services for Events
804605	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Assoc in Arts Prog	Event Complete	8/22/2024	[redacted]	7/25/2024 13:49	Request Captioning and/or Interpreting Services for Events
834590	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Disabilities Studies	Event Complete	10/24/2024	[redacted]	9/11/2024 9:45	Request Captioning and/or Interpreting Services for Events
834948	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	10/19/2024	[redacted]	9/11/2024 14:20	Request Captioning and/or Interpreting Services for Events
841375	ASL Interpreter/CART Request - UD Campus Event	[redacted]	FYE/LIFE Program	Event Complete	10/10/2024	[redacted]	9/24/2024 9:39	Request Captioning and/or Interpreting Services for Events
842355	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Admissions Office	Event Complete	10/5/2024	[redacted]	9/25/2024 13:46	Request Captioning and/or Interpreting Services for Events
854750	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	12/3/2024	[redacted]	##############	Request Captioning and/or Interpreting Services for Events
854812	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	11/12/2024	[redacted]	##############	Request Captioning and/or Interpreting Services for Events
856300	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Languages Literatures Cultures	Event Complete	11/3/2024	[redacted]	##############	Request Captioning and/or Interpreting Services for Events
866194	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	12/5/2024	[redacted]	##############	Request Captioning and/or Interpreting Services for Events
878917	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	1/14/2025	[redacted]	12/13/2024 9:09	Request Captioning and/or Interpreting Services for Events
878951	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Ctr for Econ Educ & Entreprnr	Event Complete	2/19/2025	[redacted]	12/13/2024 9:56	Request Captioning and/or Interpreting Services for Events
897882	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Small Business Development Ctr	Event Complete	2/20/2025	[redacted]	1/31/2025 9:57	Request Captioning and/or Interpreting Services for Events
912768	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Admissions Office	Event Complete	3/8/2025	[redacted]	3/3/2025 10:11	Request Captioning and/or Interpreting Services for Events
916999	ASL Interpreter/CART Request - UD Campus Event	[redacted]	DE Academy School Leadership	Event Complete	3/24/2025	[redacted]	3/12/2025 13:19	Request Captioning and/or Interpreting Services for Events
963741	ASL Interpreter/CART Request - UD Campus Event	[redacted]	DE Academy School Leadership	Event Complete	6/24/2025	[redacted]	6/10/2025 16:53	Request Captioning and/or Interpreting Services for Events
970300	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Admissions Office	Event Complete	6/27/2025	[redacted]	6/25/2025 9:25	Request Captioning and/or Interpreting Services for Events
973833	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Orientation & Transition Prog	Event Complete	7/15/2025	[redacted]	7/2/2025 13:22	Request Captioning and/or Interpreting Services for Events
992422	ASL Interpreter/CART Request - UD Campus Event	[redacted]	IT-University Media Services	Event Complete	8/25/2025	[redacted]	8/6/2025 14:38	Request Captioning and/or Interpreting Services for Events
1024024	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Health Behavior & Nutrition Sc	Event Complete	9/29/2025	[redacted]	9/24/2025 13:40	Request Captioning and/or Interpreting Services for Events
1070730	ASL Interpreter/CART Request - UD Campus Event	[redacted]	English	Event Complete	1/31/2026	[redacted]	1/7/2026 16:20	Request Captioning and/or Interpreting Services for Events
1076531	ASL Interpreter/CART Request - UD Campus Event	[redacted]	Admissions Office	Event Complete	2/17/2026	[redacted]	1/20/2026 9:26	Request Captioning and/or Interpreting Services for Events

What we use this data for?

- Track Spending
- Track trends in requests
- Prepare for annual events (commencement)
- Track which departments are requesting most often
- Trends in requests for CART versus ASL Interpreters
- Format Preference (In-person, Remote, Hybrid)

Presentations:

- Identify patterns in requests

Next Issue: Tracking Usage of Flexibility with Attendance Accommodation

Challenges:

- Accommodation Coordinators have little time to check in with registered students
- Needed a proactive way to identify students using flexibility with attendance accommodation that need outreach and support

Systems/tools used:

- Excel
- Email system

Tracking Usage of Flexibility with Attendance Accommodation

Our solution:

- Tracking usage of flexibility with attendance accommodations in a spreadsheet with conditional formatting to identify students missing multiple class meetings in the same class.
- Students are required to notify professor and DSS via email
- Administrative Assistant processes the emails, confirms accommodation, and sends a notification email to the professor confirming that the absence was disability-related

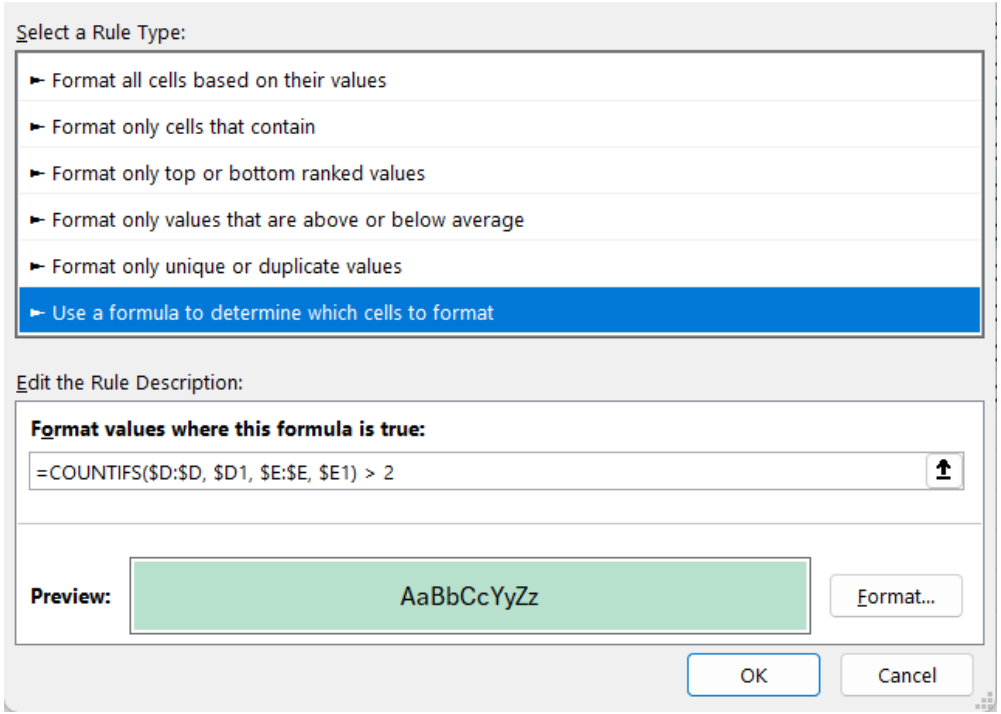
Step 1: Log disability-related absences in the blank absences spreadsheet

	A	B	C	D	E	F	G	H
1	**Date**	**First Name**	**Last Name**	**ID#**	**Class**	**Professor**	**Professor Email**	**Assigned Coordinator**
2	7/20/2026	John	Doe	111111111	PSYCH 101	Professor 1	Professor1@university.edu	Coordinator 1
3	7/20/2026	Joe	Doe	22222222	PHYS 101	Professor 2	Professor2@university.edu	Coordinator 2
4	7/20/2026	Julia	Doe	33333333	MATH 101	Professor 3	Professor3@university.edu	Coordinator 2

Step 2: Formula

Select Conditional Formatting from the Home menu and enter the following:

- **Rule Type**: Use a formula to determine which cells to format
- **Format values where this formula is true**: =COUNTIFS($D:$D, $D1, $E:$E, $E1) > 2



Conditional Formatting

When a student misses a third class meeting of a single class, the conditional formatting will highlight the entries

	A	B	C	D	E	F	G	H
1	Date	First Name	Last Name	ID#	Class	Professor	Professor Email	Assigned Coordinator
2	7/20/2026	John	Doe	111111111	PSYCH 101	Professor 1	Professor1@university.edu	Coordinator 1
3	7/20/2026	Joe	Doe	22222222	PHYS 101	Professor 2	Professor2@university.edu	Coordinator 2
4	7/20/2026	Julia	Doe	33333333	MATH 101	Professor 3	Professor3@university.edu	Coordinator 2
5	7/21/2026	Jane	Doe	44444444	BIO 101	Professor 4	Professor4@university.edu	Coordinator 1
6	7/21/2026	Jack	Doe	55555555	CHEM 101	Professor 5	Professor5@university.edu	Coordinator 1
7	7/22/2026	Jane	Doe	44444444	BIO 101	Professor 4	Professor4@university.edu	Coordinator 1
8	7/22/2026	Jane	Doe	44444444	BIO 101	Professor 4	Professor4@university.edu	Coordinator 1
9	7/23/2026	Jack	Doe	55555555	CHEM 101	Professor 5	Professor5@university.edu	Coordinator 1
10	7/23/2026	Joe	Doe	22222222	ENGL 101	Professor 6	Professor6@university.edu	Coordinator 2
11	7/24/2026	Joe	Doe	22222222	COMM 101	Professor 7	Professor7@university.edu	Coordinator 3
12	7/24/2026	Joe	Doe	22222222	SPAN 101	Professor 8	Professor8@university.edu	Coordinator 3

Identifying Students for Outreach

- Accommodation Coordinators set weekly reminders to check the spreadsheet for their students
- If a student is newly highlighted, the Coordinator sends the student a check-in email template

Flexibility with Attendance Sample Email

Subject: Checking on Attendance

Content:

Hi Jane Doe,

I'm checking in because you have requested at least 3 DSS-supported absences in your **CHEM 101** class. **Please reply to let me know your availability to meet** so we can discuss how your classes are going and what resources are available to support your success.

As a reminder, the Flexibility with Attendance accommodation allows for a **reasonable number of additional DSS-supported absences beyond what is stated in the course syllabus** in order to specifically address the impact of a brief, periodic exacerbation of their disability that interferes with course activities.

Flexibility with attendance is NOT designed to support:

- a substantial number of missed classes;
- absences that are unrelated to disability;
- lengthy delays in completing coursework for reasons beyond brief, periodic flare-ups.

Extenuating circumstances resulting in chronic absences or lengthy delays in work completion should be discussed with DSS. Requests for absences unrelated to disability should be made to the Assistant Dean of your college.

If an instructor determines that the absences have exceeded what is considered reasonable for a course, DSS may discontinue sending faculty notifications regarding this accommodation. It is your responsibility to contact DSS to discuss your options. **You should follow up with your instructor to verify that you correctly understand the attendance policy of the course.**

Let me know what days/times you can meet.

Best,

Office of Disability Support Services

AHEAD Association on Higher Education And Disability®

Benefits of Tracking Absences:

How it improves our services:

- Facilitating proactive intervention and support for students who may struggle academically as a result of absences

Data generated & applications:

- Usage data on Flexibility with Attendance accommodation
- Facilitates proactive intervention before the semester ends
- Identify trends in individual student behavior across semesters
- Identify trends among registered DSS students
- Centralized record of student emails notifying DSS of absences

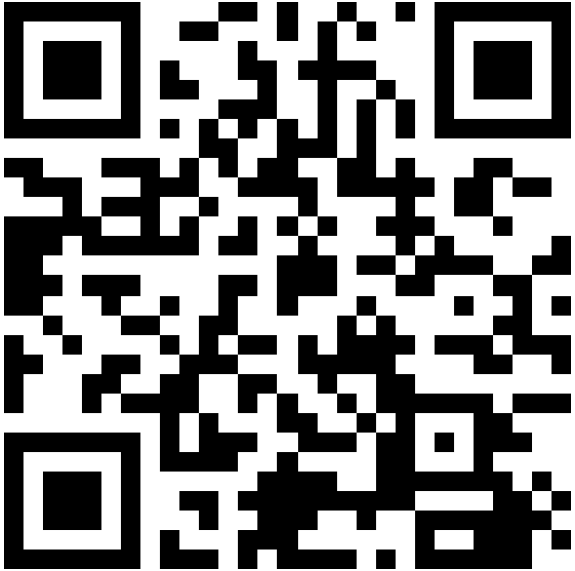
Digital Toolkit

Blank Disability-Related Absence Professor Notifications spreadsheet

Blank Timeline View of Exams spreadsheet

Blank VLOOKUP Function - Housing Accommodation Reminder Emails spreadsheet

Email Templates



tinyurl.com/1010-digital-toolkit

Small Groups: A Current Challenge

How to collect data on the increasing complexity of individual student cases?

- 2,900 students registered with DSS
- 1,998 report two or more disabilities

Session Evaluation

tiny.cc/8zu1101

Thank you for attending!

Your feedback helps shape future programming.