

DSA-MAP V2.5 functionality

DSA-MAP V2.5 has been designed to record and track the process of a DSA application. It alerts assessment centre users to outstanding actions on applications. Reports on monthly Key Performance Indicators (KPIs) and annual statistical returns are generated at the push of a button to meet the criteria set out in the QAG QAF document (Sep 2010). The program also generates many of the statistics required for a self-assessment audit return.

This document lists the major features of the current (V2.5 released June 2011) software.

STUDENT DETAILS

Personal details

- Records personal, address and contact details for student applicant and a supporter (relative, advocate, etc)
- Records preference for communication via email or post
- Records applicant disability from dropdown list (UCAS designated list of disabilities, with option to add other categories)
- Generates a unique automated reference number for each student. Students can also be assigned assessment centre reference number
- Records date of first contact and person entering data (also records a date for initiation of DSA application process)
- Searches for student records by name or part of name, student number, record number, postcode or date of birth
- Can generate an Excel chart of student names and addresses, together with assessor code, for assessments within a certain time frame. This can then be used in a mail merge to create labels for evaluation forms
- When the student record is saved, a folder is created (in a pre-designated network place) that contains a text file of the student record
- A related document feature means that any electronic document can be added to the student folder
- Links via Windows Explorer to a student folder containing any related DSA process documents that the assessment centre wishes to store, e.g. assessment report, significant emails, etc. This feature supports maintaining a clear audit trail, etc
- Automatically records date when record entered and who entered it

Study details

- Records course details, including study institution, start date, length of study and funding body from drop-down lists (additional institutions and funding bodies can be entered to the existing database)
- Records part-time/full-time, graduate/postgraduate details, together with any 'top-ups'
- Can store multiple study records for each student (as with OU courses)

Appointment details

- Possible to pre-book assessments in blocks by assessor and then reserve and allocate them to individual student applicants. Useful for when assessors specialise in a disability or part-time assessors only come into the assessment centre on certain days
- Pre-booked slots can be viewed for all assessors or individual assessors
- Program displays date when a proposed student appointment lies outside QAF time limit
- Records status of appointment (pending, complete, no show, cancellation)
- Displays warning alert where necessary permissions from funding body or institution have not been obtained

- Ability to email assessors with complete listing of appointments. Utility, using one keystroke, to generate batch emailing of all assessors with details of weekly assessments. Text file of student profiles automatically attached to appropriate email.
- Resources (rooms, equipment, parking, etc) can be booked automatically in program diary when making appointments
- Appointments assigned to individual assessors
- Records assessment appointment request date from which QAF performance criteria are calculated
- Records whether student wishes to opt out from 'draft report'
- Records location of appointment from drop-down list (office, outreach centre, home, etc, which can be added to)
- Records request from student for appointment to be outside timeframe
- Duration of assessment (hours/mins) can be recorded

PROCESS FORM

Letters/Email

- Can initiate email or letter communication directly from student record. DSA-MAP autofills contact details in standard templates (Word and Outlook) to produce, for example, appointment confirmation (date, time, venue, assessor, etc) or other standard communications to other interested parties in relation to the assessment appointment
- Tick boxes record receipt and date of receipt for required student information and permissions
- Sets up process emails and letters automatically (e.g. assessment appointments) with auto-filled fields for time, location and assessor etc - format can be customized with standardized email and Microsoft Word mailmerge texts
- A further five buttons can be adapted for merging student details into custom emails or letters

Dates

- Tracks all relevant dates for completion of each part of the assessment process

Pre-Appointment

Shows appointment date, time, venue and assessor

Also contains check boxes to record start date appointment booked, confirmation sent and dates of medical proof and FB letter received

Report

Allows user to log and date each part of the report process including draft report, amendment requests, completion of corrections, proof reading sign-off, and date final report sent to student and FB

In the case of requested amendments by the FB, there are similar dated action check boxes

A next deadline indicator gives warning of the next action required and its date

Total days for the whole process form are displayed for a student

There are also dated check boxes for sending and receipt of completed student evaluation forms

Other

Custom

- This part of the program allows the user to generate up to 10 different letters/emails from standard templates by simply pressing a button. Each button can be designated as either an email or a letter.
- five further customisable, dated tick boxes are available for centre use and can be renamed according to requirement

Finance

- Financial options to record fees and costs and related dates
- Ability to print out fees and costs in invoice form with appropriate address, with VAT levied at appropriate rate

DIARY

- Pre-booked assessments can be made for each assessor and allocated as students phone in for appointments
- Appointments are registered in MS Outlook calendar as well as internal diary
- Records appointments for each assessor and student - links directly to student record
- Records appointments for each resource, e.g. equipment and rooms, including naming and booking meeting rooms, parking, etc
- Assessors and resources can be colour coded for ease of viewing
- Assessor appointments for a determined period of time can be emailed to an assessor together with student name, disability, assessment location and dates and times
- Individual days can be designated as holidays (such days are automatically discounted when calculating times allowed for a particular part of the QAF process for KPI purposes)
- Freeform entries can be made to book resources not related to a student application, e.g. booking room(s) and/or equipment for training and meetings
- Ability to print out diary in weeks
- Can print out a day's assessment appointments, including student name, assessor and room for reception use.

REPORTS

A variety of management can be generated to provide management information and there is a specific KPI report which generates the information required for the monthly QAG KPI returns

KPI report

- Push button report displays QAF-designated KPIs in graph format month by month for any selected year
- Selection of any month within the year displays a table of monthly totals for numbers of assessments started, numbers completed and the conformance, non-conformance or exceptions within the assessment process to designated QAF criteria
- An Analysis print out is available of student records used to compile the KPIs. This shows completion dates for each part of the process and highlights where a performance did not conform
- KPI numbers table can be exported and placed into an Excel chart to match the requirements of QAG's monthly return
- Push-button report on disabilities to meet QAF yearly statistical return
- Push-button report on number of students assessed by study mode and funding body to meet QAF statistical return
- Where customised reports are created (either by Resoco or the user) these can also be generated and accessed from this part of the program
- Generation of critical list of 'Due Soon', 'Due Today' and 'Overdue' process actions associated with all ongoing DSA applications. Double clicking on the overdue item opens the corresponding student record.

DATABASES¹

- Funding Body database, with contact details and the ability to email or telephone dial directly from record
- University and college database (details of name, address, telephone number and website already included) with ability to add unlimited contacts for each record and possibility to email or dial the phone number directly from the record
- QAG approved suppliers database with the possibility to email or dial the phone number directly from the record
- Venues database designed for assessment centres that operate across more than one site

¹ Resoco makes no guarantee of the accuracy or completeness of its supplied databases for funding bodies or university / college institutions, or suppliers. The university and college database contains higher education and further education colleges that receive funding from HEFCE (March 2009). The institution details were checked against individual web sites (March 2009). The approved suppliers listing was taken from the QAG website (Autumn 2008).

NOTES

Notes associated with each part of the process are available for users to add personal or shared comments/reminders. All notes dated with user ID for audit trail.

- **Personal notes area**
- **Shared notes area**
- **Print option for both notes areas**
- **Notes for each student, study, and appointment record**

PROGRAM MANAGEMENT

Security

- **Login with password security (encrypted) for each database**
- **10 levels of access security allowing great flexibility in allocation of rights**

Updates

- **Automatic program updates from Resoco website**
- **Automatic updates from within program for database updates**

PROGRAM CONFIGURATION

- **Stand-alone licensing available**
- **Network client/server (per machine) licensing available**
- **Multiple copies can be run on each computer**
- **Each user can have a different profile (for different printers, for example)**