

Psychological Accommodation Case Process

Irshad Special Needs Services – Student Case Lifecycle

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1. Executive Summary

This process manages psychological accommodation cases in Irshad from student submission through counseling-unit assessment, accommodation assignment, student decision, reconsideration loop, and closure.

The BPMN model uses three pools: **Student**, **Counseling unit**, and **Irshad System**. Post-acceptance dispatch is routed through the shared **send-accommodation** subprocess.

- Student submits and may be returned for missing information completion.
- Counseling unit performs authenticity screening, specialist assignment, and case review.
- Student can accept accommodations or request a review cycle.
- Irshad closes rejected inactive cases after 7 days and dispatches accepted accommodations.

2. Process Scope and Triggers

Primary trigger

The process starts when accommodations are required. The student enters Irshad, selects accommodations service, chooses psychological category, completes required information and documents, and submits the case.

Cross-pool activation

Irshad validates required information and forwards complete cases to the Counseling unit. This forwarding message starts counseling-unit case handling.

Process boundary

The page documents case intake, review decisions, appeal paths, closure rules, and post-acceptance dispatch. Recipient department internal execution is out of scope and represented through send-accommodation.

3. Roles and Action Ownership

Role / Lane	Ownership in this process
Student	<i>Submits the psychological case, responds to missing-information returns, files appeals, and makes acceptance decisions on assigned/finalized accommodations.</i>
Counseling unit - Coordinator lane	<i>Performs case intake actions and specialist assignment tasks in the modeled counseling-unit flow.</i>
Counseling unit - Specialist lane	<i>Performs authenticity screening, review decisions, appeal review, assignment of accommodations, and finalization after review requests.</i>
Irshad System	<i>Validates required information, routes events, records first rejection, applies timeout closure logic, and dispatches accepted accommodations through call activities.</i>
Recipient departments	<i>Receive accommodation notifications and acknowledge them through the send-accommodation subprocess.</i>

4. Lifecycle Phases

Phase A: Submission and validation

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

Phase B: Counseling-unit assessment

Counseling unit screens authenticity, checks validity, assigns specialist, and determines whether case is accepted or rejected.

Phase C: Student review and feedback loop

After assignment, student reviews accommodations and either accepts or requests review with comments.

Phase D: Reconsideration and finalization

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

Phase E: Appeals and closure

Rejected cases may be appealed; without appeal for 7 days the case is closed. Appeal rejection also leads to closure.

Phase F: Dispatch after acceptance

Irshad dispatches accepted accommodations to relevant departments using send-accommodation call activities and housing gender split.

5. Process Map (BPMN)

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

To view the full process map, please visit:

ba-dsa.pages.dev → **Psychological Accommodation Case Process**

6. Detailed Walkthrough by Pool/Lane

Step	Pool/Lane	Action	Modeled 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	Screen and validate case	Specialist screens authenticity; if valid, coordinator assigns specialist and case proceeds to review. If invalid, case is rejected with comments.
4.0	Counseling unit	Case decision	If accepted, assign accommodations and emit accommodations-assigned event; if rejected, emit case-rejected event.
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, then emit accommodations-finalized event.
7.0	Student	Review final accommodations (final decision)	Student either accepts accommodations or rejects accommodations.
8.0	Student + Counseling unit + Irshad System	Appeal branch after rejection	Student submits appeal; Counseling unit reviews appeal and either assigns accommodations (appeal accepted) or rejects appeal.
9.0	Irshad System	Timeout and closure control	If rejected case receives no appeal within modeled 7-day wait, Irshad closes case. Appeal rejection also closes case.

Step	Pool/Lane	Action	Modeled outcome
10.0	Irshad System + Department recipients	Dispatch accepted accommodations	After acceptance event, Irshad evaluates dispatch branches and invokes send-accommodation call activities (including housing split).

7. Appeals, Timeouts, and Closure Rules

Appeal path after rejection

A case rejection can transition to student appeal. Counseling unit then reviews appeal and routes to either appeal-accepted assignment or appeal-rejected closure.

7-day rejection timeout

Irshad waits for appeal submission after rejection. If the 7-day event occurs first, Irshad closes the case automatically.

Boundary case closure on appeal task

Student appeal task includes a boundary case-closed event, enabling forced closure when closure is emitted by Irshad.

Final rejection closure

Rejection of final accommodations leads to explicit close-case execution in Irshad.

8. Department Dispatch Rules

Irshad dispatch logic is shared with the physical case: accepted accommodations are routed through an inclusive gateway to selected departments and services.

Dispatch branch	Modeled behavior	Implementation note
Registration / Academic	Registrar and academic dispatch are modeled as call activities.	Calls Process_0xyvy56.
Housing	Exclusive gateway selects male or female housing dispatch.	Both branches call Process_0xyvy56.
Food / Transportation / Parking	Separate call activity per branch.	Each branch calls Process_0xyvy56.
Counseling referral	Modeled as script task path.	Not modeled as call activity.

9. Inputs, Outputs, and System Artifacts

Inputs

- Psychological category selection and case details.
- Required information and uploaded documents.
- Counseling-unit review decisions and comments.
- Appeal evidence and review comments (if appeal is submitted).

Outputs

- Case state outcome: returned, rejected, assigned, accepted, or closed.
- Accommodation assignment/finalization events.
- Department dispatch executions via send-accommodation subprocess.

System artifacts

- Validation and routing events in Irshad.
- First rejection registration record.
- Student acceptance/review decision records.
- Timeout closure artifact after 7-day event (when applicable).

10. Governance and Audit Notes

Traceability requirements

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

Modeled control points

- *Required-information gate before forwarding to Counseling unit.*
- *Event-based outcome gates for rejection/appeal/assignment states.*
- *Explicit timeout closure control after rejection.*
- *Second-stage student decision after finalized accommodations.*

Documentation boundary

This page documents BPMN-defined process behavior. Operational workflows inside recipient departments after notification are outside this document boundary.