

**Streamline the process for the Students with Disabilities office to give a scout pass (student transportation) to temporarily injured students.**

**CURRENT CHALLENGE:**

The challenge is the difficulty for temporarily injured students to get a scout pass (student transportation) who do not have a primary doctor.

- Student reports to Services for Students with Disabilities, pick up paperwork
- Make appointment for next availability
- Report to Health Center to verify injury
- Report to ER to get a doctor's verification of injury if Health Center cannot assist
- Carts currently do not stop if they see an injured student
- Student returns to Student with Disabilities to pick up temporary pass
- Worsening injuries while waiting for pass.

**PROPOSED SOLUTION:**

My suggested solution is for Student with Disabilities office give students all information at first visit (handout?), inform them of how long the process takes to get approved and that they have a 48 hour pass available to them until paperwork can be processed. Pre authorization to health center and have knowledgeable staff available to help in difficult situations. Have cart drivers offer rides to students they see on crutches, boots or other handicap and inform them of the scout pass transportation as they may not be aware there is a service for them.

**BENEFITS TO FRESNO STATE:**

Streamlining the process between departments to help support student success benefits Fresno State by reassuring the students that Fresno State cares about their wellbeing and development as a whole student, it assists the student by making sure they are able to get to class on time worry and stress-free and helps enhance the student experience at Fresno State

**ADDITIONAL INFORMATION:**