



# Keeping Campuses Safe with Case Management Software

An eBook for Higher Education Institutions

Case IQ

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## **WHY**

A report found that 41 percent of college students believed their schools would not take action against a report of sexual harassment or assault.

## **ROI**

Case management software offers exceptional return on investment.





# What is Case Management Software and How Will It Help to Keep Our Campus Safe?

Case management software makes it easy for campus investigators, Title IX Coordinators, case workers, and their teams to create cases and manage multiple investigations. Campus security authorities are able to collect and analyze investigative data to manage risk and identify opportunities for improvement.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation, with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images and notes, emails and supporting documents. Case management software can be integrated with student and staff databases, pulling information from these files to populate fields.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection. If your case management software platform provides a mechanism to set up access roles you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.

## BACKGROUND

Campus safety and security incidents, such as violence, bullying, harassment, staff and student misconduct and cheating affects more than just the individuals involved. They disrupt learning and affect witnesses, the institution, and the community.

Campuses need tools to investigate incidents and data to provide visibility into occurrences for better prevention.

## ON THE FOLLOWING PAGE:

How Case Management Software Works:

- Multi-channel intake
- Case management
- Reporting
- Alerts/workflows
- Access/roles

# How Case Management Software Works:

Students, Staff,  
Community

Case Workers, Investigators,  
Title IX Coordinators

President, Provost,  
Board of Trustees

## Intake

Create new cases quickly and easily, collecting all complaints and case-related information from any intake stream into one central file.

TELEPHONE HOTLINE  
TEXT  
INTERNAL WEB FORM  
EXTERNAL WEB FORM  
EMAIL-TO-CASE  
2-WAY WEB PORTAL  
24/7/365 AVAILABILITY  
MULTI-LANGUAGE SERVICE  
ANONYMOUS REPORTING OPTIONS

## Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

EMAILS  
TO-DO'S  
TASK ASSIGNMENTS  
ADVANCED SEARCH  
CASE LINKING  
AI CASE SUMMARIES  
CENTRALIZED DOCUMENTATION  
WEB-BASED SYSTEM  
MOBILE-FRIENDLY VERSION  
CONFIGURABLE WORKFLOWS  
SCALABLE PLATFORM

## Reporting

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

DRAG-AND-DROP REPORTS  
PERSONALIZED DASHBOARDS  
BI TOOLS  
REPORT DISTRIBUTION  
REAL-TIME UPDATES  
PERFORMANCE TRACKING  
75+ GRAPH & CHART TYPES  
AUTOMATED INSIGHTS

# Why Do I Need Case Management Software?

An all-in-one case management solution eliminates blind spots and information silos. A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps educational institutions spot patterns and recurring issues in student conduct, safety and security, human resources, attendance, and enrollment.

Case management software helps to protect universities and colleges against liability in cases of recurring staff or student misconduct or safety and security issues, even when they occur in different campuses or off the school property. A campus-wide solution eliminates information silos, allowing visibility into recurring issues and escalation, no matter where they occur.

If your school is using spreadsheets, an outdated in-house system, or separate solutions for each department or campus to manage investigations, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to improve the safety and security of your campus facilities, students, faculty, and staff.

Staff and student misconduct or safety and security issues that aren't tracked, investigated, and remedied can result in harm to students, staff, faculty, and the public, and in expensive legal and settlement costs.

## ALL-IN-ONE SOLUTION

- Student, faculty, and staff conduct
- Accommodations
- Behavioral Intervention Teams (BIT)
- Human resources
- Safety and security
- Attendance
- Enrollment
- Plus much more



## Case Management Software Helps Schools and School Districts to Quickly Address:

- Safety and security concerns
- Enrollment and admissions fraud
- Harassment, sexual harassment, and discrimination allegations
- Campus policy violations
- Burglary and theft
- Behavioral red flags
- Academic misconduct
- Staff, faculty, and student misconduct



## By Implementing Case Management Software, You Will:

- Capture every complaint and incident
- Monitor case progress in real time
- Use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off-track or high-risk
- Close cases faster
- Create investigation reports in seconds using AI
- Conduct root cause analysis
- Eliminate blind spots and identify trends
- Comply with Federal and state regulations
- Provide a safe and secure environment for working, learning, and living
- Save time and money

### NEXT

Why Case Management Software Is Better Than the Alternative

# Why Case Management Software Is Better Than Home-Grown and Spreadsheet Systems:

## Spreadsheets:

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date, and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts and deadlines
- No analytics

## Home Grown:

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built - may require work-arounds that deviate from best practices
- May not have task assignment, alerts and deadlines built-in
- May not have data analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

## Case Management Software:

- No need for dedicated IT staff
- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
- All information is in one centralized case file
- Strong information security and privacy built in
- Investigators, Title IX Coordinators, administrators and managers can set alerts and deadlines to keep cases on track
- Integration with student and staff databases allows information to be pulled into each field, instead of having to type or paste it in

## 5 GOOD REASONS TO IMPLEMENT CASE MANAGEMENT SOFTWARE:

1. We've identified gaps in our safety and security programs
2. Campus incidents are increasing
3. Our team is expanding
4. Our regulatory environment is changing
5. We had an incident



# The Best Time to Implement Case Management Software

There are several things to consider when deciding the timing for implementing case management software, but often it's changing circumstances that drive the need for a new system.

**Our Institution is Growing:** Often, the need arises because of the addition of more staff and/or students, which requires campus security authorities and investigators to track and organize more cases. Implementing a new case management solution as early as possible will prevent cases from falling through the cracks and will allow investigators to learn the system before their caseloads reach maximum capacity.

**Our Investigation Team is Expanding:** Team expansion could include the addition of more investigators, contract or full-time additional staff or even additional management. All of these scenarios could trigger a need for a more efficient, better organized system for managing and documenting campus investigations.

**Our Regulatory Environment is Changing:** Increased scrutiny by government departments for violations and health and safety breaches put heavy pressure on higher ed institutions to ensure their investigations are timely, thorough and well documented. An effective case management solution is part of a strong staff and student relations program, so when it becomes necessary to beef up compliance, it's time to implement case management software.

**We Had an Incident:** For many campuses, it's painfully obvious when to implement investigative case management software. They've experienced an incident, been involved in staff or student lawsuits, or been subject to regulatory fines and reputation damage. Implementing an investigative solution sends a strong message that the school is taking student, staff and health and safety laws seriously.

## BE PROACTIVE

The best time to implement investigative case management software for your campus is NOW. It's a lot easier to integrate a new investigation solution into your operations when processes are running smoothly, rather than waiting until you are scrambling to defend yourself in the wake of an incident.



# Return on Investment

## Case management software offers exceptional return on investment for colleges and universities.

- Cost avoidance – less money spent on IT, human resources, and administrative personnel.
- Cost savings – scalable platform makes it less expensive to upsize or downsize.
- Increased productivity – investigators and administrators can get more done in less time.
- User adoption – investigators and Title IX Coordinators like using tools that make their jobs easier.
- Asset reallocation – extra administrative and investigative staff can be reassigned to other areas where they're needed.
- Lower fines – proof of a timely, fair, and complete investigation provides a stronger defense if questioned by regulators.
- Lower litigation costs – solid documentation of a thorough investigation lowers the cost of litigation and increases the chances that a lawsuit will be dropped.
- Fewer incidents – access to case information helps you analyze areas of higher staff and student misconduct and other risk so you can take preventive action.
- Safer schools – for students, staff and the community.
- Better academic performance and results – from students who are not distracted by safety and security incidents.



# Cost Comparison:

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

## Cost of Home-Grown

Software for managing campus investigations can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch, which is time-consuming and labor-intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Information privacy compliance mechanisms must be researched and incorporated.
- You'll have to purchase and maintain secure information backup systems and hardware.
- IT staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue and fighting to keep your priority.
- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

## Cost of Case Management Software

Case management software can be a cost-effective solution for a higher education institution. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals, and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your company's security and process requirements.
- A couple of weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system
- Annual licensing fees, which include 24/7 support, so that your IT department doesn't need to be involved.

# One-on-One Advice

**Our team of experts has implemented Case IQ for colleges and universities throughout North America**

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy salespeople, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To get a demo please visit [www.caseiq.com/request-a-demo](http://www.caseiq.com/request-a-demo)

**To book your one-on-one, please contact:**



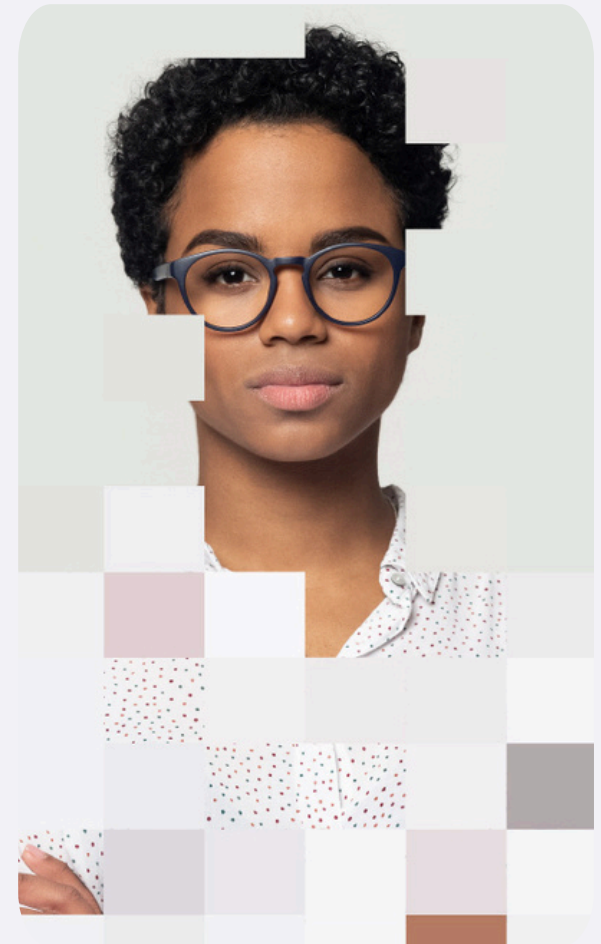
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