



## **ACCOMMODATION APPEAL PROCESS**

### **Student Dissatisfaction with the Determination of the Accommodations**

The determination of reasonable accommodations is a collaborative process between the student and the Director of Student Accessibility Services. Decisions are made on a case-by-case basis. In the event that a student wishes to appeal the Director's decision in response to a request for a reasonable accommodation, the student must submit a written appeal to the Director of Student Accessibility Services within 10 days of notification of the decision. The Director will consider the appeal and will respond in writing within 10 days of receiving the grievance. The response will include a summary of findings and a rationale for the decision. If the decision of the Director is not satisfactory to the student, the student may file an appeal with the Associate Vice President for Retention & Student Success (AVPRSS). Any complaint must be submitted in writing within 10 days of the concern arising. The student must state the nature of the grievance, the remedy he or she is seeking and describe any previous attempts to solve the issue. The AVPRSS reviews the documentation submitted and will provide a written response to the student within 10 days of receiving the complaint. The AVPRSS reserves the right to convene a panel of three members selected from the campus Accessibility Committee to review the issue.

### **Student Dissatisfaction with the Implementation of the Accommodations**

If the student is not satisfied with the manner in which a faculty/staff member has implemented an accommodation or if the faculty member has refused the request for accommodation, the student meets with the Director of Student Accessibility Services for assistance. In these situations, the Director provides the student with assistance in explaining the protocol and approved accommodations to the faculty/staff member. If the student's dissatisfaction with the situation is not resolved after consultation with the faculty/staff member, the Director will contact the supervisor (Department Chairperson, Dean or Director) of the individual for consultation and guidance. The Director may revise the accommodations taking into consideration any new information received. At this time, if a resolution of the disagreement can not be reached, the Director will present the case to the Vice President of Academic Affairs (VPAA) for a final, written decision.

### **Formal Grievance**

The student may seek further redress by following the Grievance Procedures for Discrimination, Harassment and Victimization Complaints outlined in the Undergraduate and Graduate Catalogs.