



**DISABILITY
& LEARNING
RESOURCE CENTER**

Dispute Resolution Process for Accommodations (Section 504/ADAAA)

Students seeking academic and/or housing accommodations due to disability related reasons under section 504 of the Rehabilitation Act and the Americans with Disabilities Act Amendments Act (ADAAA) are responsible for initiating accommodation requests with the Disability and Learning Resource Center (DLRC) and engaging in an interactive process with a Disability Specialist. Upon submission of appropriate documentation, reasonable accommodations based on the student's individual needs will be considered, and where appropriate, approved.

Students may request a reassessment of their accommodations at any time, including in a future semester, if their needs change or if they would like their current accommodations reviewed. Reassessment begins by contacting their Disability Specialist and continuing the interactive process.

In some instances, a requested accommodation may be denied. If a student disagrees with this decision, they have the right to engage in the reassessment and/or dispute resolution process which provides an opportunity for review and reconsideration.

To initiate a reassessment of the decision, the student should contact the DLRC or their Disability Specialist. Students are responsible for initiating this request. Students should be prepared to share additional relevant information about their concerns, including the impact of their disability(ies) within the learning environment and the specific adjustments or supports being requested. In some cases, updated documentation may be required as part of the review process.

The process is intended to support the student while maintaining the academic integrity and essential requirements of the program. SAIC is committed to making timely decisions and implementing approved accommodations as promptly as possible. While the review is underway, previously approved accommodations will remain in effect, and alternative options may be explored as appropriate. If a student with disability is still not satisfied with the accommodations decision after discussion, they may escalate their concerns as follows.

Dispute Resolution Process - Requested by the Student

The student may request further review of an accommodation request that is not supported by a Disability Specialist who may determine that there is insufficient basis to support the accommodation request. In that case, the student may request a review by the Director of the Disability and Learning Resources Center (DLRC), or their designate.

Using a solution-focused approach, the Director of the DLRC may engage in the following consultations on a case-by-case basis, by order of succession:

- seek additional information from the student, including medical documentation,
- seek additional information from the Disability Specialist,
- explore alternative accommodations, which may require consultation with faculty or academic administrators, up to including the Dean of the respective faculty,
- consult with other Office of Student Affairs administrators, including the Vice President and Dean of Student Affairs, Associate Dean of Residence Life, etc.

The Director of the DLRC will seek to resolve the dispute as quickly as possible and keep the student and the Disability Specialist informed regarding the status of the review, and for further case management.

Upon the decision of the Director of the DLRC regarding the outcome of the review, if the student with a disability is still not satisfied with the accommodation decision after discussion, they may file a formal grievance as set forth below.

Formal Grievance Procedure:

1. A student who wishes to file a formal grievance about an accommodation decision should submit concern(s) in writing to the Vice President and Dean of Student Affairs. Upon receipt of this notice of disagreement from the student, the Vice President and Dean of Student Affairs will undertake a reconsideration of the initial decision regarding the accommodation. As part of this reconsideration, they may request additional documentation of the student's disability. After review of the available information, the Vice President and Dean of Student Affairs will advise the student of their decision in writing.
2. If the student remains dissatisfied with the determination of the Vice President and Dean of Student Affairs, the student may submit a formal written appeal to the Title IX Coordinator, or designee. This written appeal should include a brief description of the disputed decision, the reasons why the student believes the decision was in error and a short description of a proposed resolution to the disputed decision.

The Title IX Coordinator, or designee, may contact other individuals (such as faculty members or administrators) to discuss the requested accommodations, and may also request additional medical documentation or an independent medical opinion (if such information has not already been obtained in the earlier steps of the process) and take any additional steps they determine appropriate to review the appeal.

After review of the available information, the Title IX Coordinator, or designee, will advise the student of the decision in writing, stating the final determination regarding the requested accommodation and the specific reasons supporting the decision. Every effort will be made to reach this final determination in a prompt manner.

These procedures apply only to dispute resolution processes concerning accommodations. These procedures do not apply to students who feel they have experienced discrimination due to a disability. Procedures for addressing discrimination complaints are set forth in the Discrimination, Harassment, and Retaliation Policy.