Declining an Accommodation

Student Appeal Process

Process

* Student requests accommodation.
* After interactive discussion, Access Specialist (AS) determines not to provide it:
* Relays that information to student in discussion.
* AS notes declining accommodation as part of student case notes in MyDRC
* AS follows-up with email template ‘#1 – Initial Declining of Accommodation’ to student’s BC email, BCCing Director and Asst. Director.
* This email indicates the student can submit further information to reevaluate the request, with instructions on how to proceed if choosing to do so.
* Email should be within 2 business days of discussion.
* If student responds with further information, AS should acknowledge receipt of email (does not need to be a decision) within 5 business days.
* If AS determines to provide accommodation, AS responds to student with the decision, updates student’s MyDRC Profile and adds new note in MyDRC.
* If AS agrees with original determination not to provide accommodation:
* AS notes declining accommodation again as part of student notes in MyDRC.
* AS follows-up with email template ‘#2 – Second Declining of Accommodation’ to student’s BC email, CCing Director and Asst. Director.
* This email indicates the student can ask to have a DRC Administrator reevaluate the request, with instructions on how to proceed if choosing to do so.
* Email should be within 10 business days of student providing additional information (5 to respond, 5 to make decision).
* If student responds to Asst. Director or Director with further information, either should acknowledge receipt of email (does not need to be a decision) within 5 business days.
* If either determine to provide accommodation, they will respond to the student with decision, update student’s MyDRC Profile, add a note in MyDRC, and update AS.
* If either agrees with AS’ original determination not to provide accommodation:
* Asst. Director or Director notes declining accommodation as part of student notes in MyDRC.
* Asst. Director or Director follows-up with email template ‘#3 – Administrator Declining of Accommodation’ to student’s BC Email, CCing AS.
* This email indicates the student can ask to have the ADA Compliance Office evaluate the request, with instructions on how to proceed if choosing to do so.
* Email should be within 10 business days of student providing additional information (5 to respond, 5 to make decision).
* If student contacts ADA Compliance Officer, they should acknowledge receipt of email (does not need to be a decision) within 5 business days.
  + ADA Compliance Officer evaluates student request, DRC process, and DRC decisions. This may include consulting or meeting with student and involved DRC staff.
  + ADA Compliance Officer makes final decision and communicates to student and DRC.
  + Email should be within 10 business days of student providing additional information (5 to respond, 5 to make decision).