

# Reasonable Accommodation Process

## Contact

1. Student contacts Disability Services and schedules an intake appointment.

## Initial Meeting

2. Student meets with Access Consultant to discuss impacts of disability condition and the barriers the functional limitations create in the academic environment.

## Review and Documentation

3. Access Consultant gathers and reviews documentation from a qualified professional certifying the student's disability condition and determines reasonable academic accommodations.

To be eligible for disability-related services, the student must have a documented disability condition as defined by the Americans with Disabilities Act as Amended.

If a student does not have documentation, Disability Services can provide a referral.

## Disability Determination/Accommodation Letter

4. If the student is determined to have a disability, the Access Consultant writes a disability accommodation letter and sends the letter to the student as a PDF e-mail attachment. The disability accommodation letter may or may not include information on the student's functional limitations. The letter includes appropriate accommodations to meet the student's disability-related needs.

5. The student with a disability determines the courses in which disability accommodations will be needed.

## Informing Faculty

6. The student shares the disability letter with selected Faculty.

It is the student's responsibility to make his/her disability needs known or accommodations do not need to be provided.

## Consultation

7. After receiving the letter, if Faculty believe the recommended accommodations compromise the essential requirements of a course/program or fundamentally alter a course/program, Faculty contact the Access Consultant listed in the student's disability accommodation letter.

8. As needed, Faculty consult with Access Consultant regarding essential elements of the course, disability impacts, and the reasonableness of accommodations.

9. Access Consultant consults with other qualified professionals as needed, e.g., Associate Director of Student Services, Office of Equal Opportunity and Affirmative Action, Office of the General Counsel, etc.

10. Disability Services is responsible for the final determination of what constitutes a reasonable accommodation.

11. Disability Services informs Faculty regarding the final determination.

## Reasonable Accommodation Process (cont.)

### Implementation

12. Faculty, in consultation with Disability Services, implement the recommended disability accommodations (e.g., faculty make announcement to classes to request peer note takers, faculty include the disability and mental health syllabus statements in their syllabi to encourage students to make their accommodation needs known faculty send requested syllabi, provide access to Moodle site to Disability Services' Document Conversion, faculty send requested syllabi and respond to questions of interpreters and captioners, faculty send exams to Disability Services if they would like to use the Testing Center to proctor course exams).

### Appeals Process

13. If the student with a disability believes that they are not being reasonably accommodated:

- a) The student contacts Disability Services as soon as possible if reasonable accommodations are not being implemented in an effective or timely way or if they are dissatisfied with the provision of disability services.
- b) The student's Access Consultant will work with University personnel and students with disabilities to resolve disagreements/issues regarding recommended accommodations.
- c) For disagreements or concerns about the provision of services by Disability Services, a student should first discuss the situation with his or her Access Consultant. If unable to do this or dissatisfied with the result, a student may contact the Associate Director of Student Services at 612-626-8427 or by e-mail at full0060@umn.edu.
- d) The Associate Director will consult with all appropriate parties and will review the complaint with the Director of Disability Services. If necessary, the Director will meet with the student about the complaint.
- e) Complaints about the provision of services by Disability Services will be responded to by the Associate Director of Student Services.
- f) Contact Disability Services as soon as possible if reasonable accommodations are not being implemented in an effective or timely way or if they are dissatisfied with the provision of disability services.
- g) If a Faculty believes a student is not being reasonably accommodated, they may also follow a-f.