



## DSPS Student Procedure to Resolve Denial of Accommodation

*In accordance with SBCC's Board Policies 5140, 3410 and Administrative Procedures 5530, 3435*

If a student is denied an accommodation that they believe is reasonable based on disability related limitations and does not fundamentally alter the requirements of the course, the student may proceed as follows:

1. Student initiates the process through conferring with DSPS Counselor.
  - a. If the student and the DSPS Counselor are not in agreement about the accommodation request, the student is encouraged to meet with the DSPS Director. If the student's accommodation request is still not adequately addressed, the student will be referred to the Student ADA Coordinator for consideration.
  - b. If the student and the DSPS Counselor are in agreement, the DSPS Counselor will endeavor to resolve the matter informally by proceeding to Step 2.
2. DSPS Counselor engages course instructor to support the accommodation request (not to exceed 5 instructional days).
3. If the instructor does not agree with the accommodation or does not respond, the DSPS Counselor reports to the DSPS Director, on behalf of the student, and also requests consideration from the Department Chair (not to exceed 5 instructional days).
4. If there is still a lack of agreement, DSPS Director will seek a decision through consultation with DSPS Dean and Instructional Department Dean (not to exceed 5 instructional days).
5. Within a total of 15 instructional days, a decision about the requested accommodation will be communicated to the student and the instructor.
6. If the outcome is not acceptable to either party, the student can appeal to the Student ADA Coordinator and the instructor can appeal to the EVP of Educational Programs. This appeal is initiated via email to the appropriate administrator(s). The administrator shall have 5 instructional days to make a final decision based on information provided by DSPS.

**Note:** If the student wishes to bypass the college appeal procedure and immediately file a formal complaint of unlawful discrimination on the basis of disability, the student may follow the SBCC discrimination complaint procedure. The student may also file a complaint with the California Community College Chancellor's Office and/or with the U.S. Department of Education, Office for Civil Rights. See links below:

- [SBCC Grievance Procedure - Report a Concern](#)
- [California Community Colleges Chancellor's Office – complaint form](#)
- [Department of Education, Office for Civil Rights - complaint form](#)
- [SBCC Student ADA/504/508 Compliance Coordinator](#)