

Connecticut College Student Accessibility Services Grievance Policy

It is Connecticut College (“the College”) policy to ensure that no qualified student with a disability is denied the benefits of, excluded from participation in, or otherwise subjected to discrimination in any college program or activity, in accordance with Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title III of the Americans with Disabilities Act (ADA).

In response to a request made by a qualified student with an appropriately documented disability, the College will arrange for the provision of reasonable academic adjustments (e.g., extended time on exams, course substitution) and auxiliary aids and services (e.g., alternate formats of printed materials, sign language interpreter) determined by the College to be necessary to afford the student the opportunity to participate fully in College programs. Student Accessibility Services at Connecticut College is committed to a thorough and effective process of identifying and implementing reasonable accommodations.

This policy applies to concerns regarding a requested service, accommodation, or modification of a College practice or requirement; or to concerns regarding the inaccessibility of a program or activity. These procedures are not intended to replace or duplicate existing grievance procedures, including informal consultation and formal complaint procedures under the College’s Anti-discrimination Policies and Procedures. Students with concerns regarding harassment or discrimination on the basis of disability should refer to the complaint procedures within the College’s Harassment and Nondiscrimination Policy.

Retaliation against persons who file an appeal under this policy, bring complaints of discrimination in good faith, or assist in a related investigation is prohibited.

Informal Resolution

The College maintains a philosophy of student self-advocacy and the right to pursue an appeal through the formal appeal process. However, prior to initiating the formal appeal procedure set down below, it is recommended that the student make every attempt to resolve the matter in an informal manner.

1. Students pursuing informal resolution should initiate the process within 15 days of the challenged decision or action.
2. The student should discuss his/her concern(s) regarding the determination of disability status or provision of academic adjustments or auxiliary aids and services, or inaccessibility of services with the Director of Accessibility Services directly, unless extenuating circumstances prohibit doing so.
3. The responsibility of the Director is to carefully consider the student’s concerns and if applicable, suggest alternative accommodations or resources to assist the student. The

Director of Accessibility Services will attempt to resolve the student's concerns within 15 calendar days of being contacted by the student.

4. If an agreement is not reached, the student may pursue a formal appeal.

Formal Appeal Procedure

1. Students should initiate the appeal process within 30 calendar days of the challenged decision or action, or within 15 calendar days of the conclusion of the attempt at informal resolution. Appeals must be submitted in writing to the ADA/Section 504 Coordinator.
2. The student's written statement must include: a) a clear statement of the request or concern; b) specific facts or policies supporting the student's position, c) the date of any action that the student is appealing; d) the names of all Connecticut College employees involved; e) a summary of the action(s) the student has taken to resolve the matter informally, if any; and f) a statement of the remedy or resolution desired by the student.
3. Based on information gathered, the ADA/Section 504 Coordinator will issue a written letter of determination within 30 business days of receiving the written formal appeal or will provide the student with notice as to any additional time needed to complete the letter, which shall not be unduly delayed. The ADA/Section 504 Coordinator shall take any steps needed to implement their decision.
4. The ADA/Section 504 Coordinator's letter of determination shall be considered the final decision on the student's appeal.

Amendment of Policy:

Connecticut College reserves the right to amend this policy at any time as circumstances require.