ACCESS Student Appeal Process Flowchart

This document provides an overview of the ACCESS Student Appeal Process.

Intake Meeting with ACCESS Advisor

- •The process for determining reasonable accommodations is interactive and individualized and considers third-party documentation as well as student input and observations and interactions with faculty and staff. Third-party documentation must be obtained from a licensed professional (e.g., psychologist, diagnostician, or physician). Specific documentation guidelines may be obtained on the ACCESS Office website and/or through meeting with an ACCESS advisor. The intake meeting notes, third-party documentation, and any other information may be reviewed by a Review Committee when needed.
- •Once eligibility for accommodations has been determined, a new course accessibility letter, also known as an accommodation letter, must be obtained each semester and presented to the student's professors in order to receive approved accommodations.

Requested
Acommodation(s)
Denied

- •Students are encouraged first to discuss their concerns regarding accommodation requests or the denial of an accommodation request with their ACCESS Advisor.
- •At a minimum, the student and the ACCESS Advisor will schedule at least one (1) meeting (in person or virtually) to discuss the concern over the approved or disapproved accommodations.
- •If the student is not satisfied with the outcome after meeting with their respective ACCESS Advisor, the student should contact the Director of ACCESS (hereafter referred to as the "Director") for assistance in resolving the issue.

Informal Appeal
(Director of ACCESS)

- •The Director will meet with the student and/or with the ACCESS Advisor (in person or virtually) to discuss and evaluate the concern(s).
- •The Director may consider whether the Fundamental Alteration Committee process should be initiated to determine if the requested accommodation presents a fundamental alteration for the course(s) in which the accommodation(s) is sought. For more information regarding the Fundamental Alteration Committee process, see the Fundamental Alteration Committee Procedures.

Informal Determination

- •If the Fundamental Alteration Committee is not required, the Director will determine an appropriate resolution and communicate the resolution in writing (in an email or memo) to the student no later than five (5) College District business days after the meeting or discussion with the student took place.
- •If the student is not satisfied with the outcome after receiving the email or memo from the Director, the student may proceed with filing a formal *ACCESS Level I Student Appeal*. The written resolution (in an email or memo) will include a deadline for the student to submit the formal *ACCESS Level I Student Appeal* and directions for submitting the appeal request.

ACCESS Student Appeal Process Flowchart

This document provides an overview of the ACCESS Student Appeal Process.

Level I ACCESS Appeal (ACCESS Appeal Board)

- •To initiate an **ACCESS Level I Student Appeal**, the student must complete and submit an **ACCESS Level I Student Appeal Form** along with any additional documentation within fifteen (15) College District business days following the issuance of the decision by the Director of ACCESS through the Informal Process.
- •Students will submit all appeal forms and documentation via email to access@collin.edu or to the ACCESS Office in person. The form must be submitted by the deadline and, if approved, the student may request additional time to submit further evidence or additional documents necessary for the appeal. The request for additional time must be approved in writing by the District Dean of Students.
- •The **ACCESS Level I Student Appeal** will be reviewed by the ACCESS Appeal Board (hereafter referred to as the "AAB"). The AAB will review the appeal form, documents and/or evidence submitted and will prepare a written determination. The student may be asked to meet with the AAB or provide a written statement/additional information regarding the requested accommodation.

Level I Written
Determination

- The AAB will submit a written determination to the student via Collin College email
 within fifteen (15) College District business days of the AAB appeal review.
- If the determination of the AAB resolves the concerns, the decision of the AAB becomes final and is not appealable. However, if the determination of the AAB does not resolve the student's concerns, the student may appeal the determination of the AAB by submitting the ACCESS Level II Student Appeal Form by the stated deadline. Again, if no ACCESS Level II Student Appeal Form is submitted the determination of the AAB is final.

Level II ACCESS Appeal
(Vice President of
Student &
Enrollment
Services)

- Students may appeal the written determination made by the AAB by completing and submitting an ACCESS Level II Student Appeal Form within fifteen (15) College District business days following the issuance of the AAB's written determination of the ACCESS Level I Student Appeal.
- Students will submit all appeal forms via email to access@collin.edu or to the ACCESS Office in person.
- The ACCESS Level II Student Appeal will be reviewed by the Vice President of Student Enrollment Services or designee (hereafter referred to as the "VPSES"). The VPSES or designee will review the appeal form, documents and/or evidence previously submitted and will prepare a written determination.

Level II Written
Determination

- The VPSES or designee will submit a written determination to the student via Collin College email within fifteen (15) College District business days of the filing of the ACCESS Level II Student Appeal Form.
- The VPSES or designee's written determination is final and is not appealable.