

Santa Ana College
Procedures For Providing Academic Adjustments
To Students with Disabilities

The procedures outlined below have been developed in compliance with state and federal laws in order to create an educational environment where students with disabilities have equal access to instruction without fundamentally altering any course, educational program or degree.

ACADEMIC ADJUSTMENT PROCEDURES

A. Accommodation Request

1. Students are responsible for requesting accommodations from Disabled Students Programs and Services (DSPP) and for providing disability verification from a qualified professional.
2. A DSPP certificated professional will individually assess and document the extent and the effects of the student's current disability. Through a collaborative process between the student and DSPP certificated professional, individualized academic accommodations will be authorized to mitigate the educational limitations that are identified. The student will be responsible for submitting an Academic Accommodations Authorization from DSPP to his instructors.

B. Course Substitution Request

1. To request a course substitution, a student must meet with a DSPP certificated professional for an assessment of the disability-related need for a course substitution. After consultation with the DSPP professional, students who want to proceed with a course substitution must follow the steps outlined in the DSPP Course Substitution Procedures. DSPP faculty will evaluate all documentation supporting the substitution request and then consult with the chair of the department responsible for the course being substituted. Then both the DSPP certificated professional and department chair will sign the Petition for Exception to Academic Regulation with comments indicating support or non-support of the request.
2. The student will submit the petition to the SAC Academic Senate Committee Exception to Academic Regulations (EAR).
3. The EAR Committee will consider the request and either approve or deny it.

4. If the student disagrees with the decision of the EAR Committee, she may refer the matter to the 504/ADA Coordinator to review and begin the Academic Adjustment Hearing Process (see page 3) within 5 instruction days.*
5. Any course substitution should guarantee comparable concept mastery to that of the course being replaced.
6. If the substituted course is required for transfer, and the student plans to transfer, the student is responsible for contacting the transferring institution regarding the acceptability of the substitution. Students will be informed in writing that substitutions granted by Santa Ana College may not be recognized by a subsequent educational institution.

COMPLAINT RESOLUTION PROCEDURES

Informal Resolution

1. The College is charged with determining and providing what it believes to be appropriate academic adjustments for students. A **student** who disagrees with the academic accommodation(s) prescribed by DSPS should discuss his concern with the DSPS certificated professional recommending the adjustment. If the student's concern continues to be unresolved, the student should discuss his concern with the DSPS Coordinator. If the concern continues to be unresolved, the next step is to contact the 504/ADA Coordinator.
2. If an **instructor** has questions about an accommodation requested by a student with a verified disability, the instructor should immediately contact the DSPS certificated professional who authorized the accommodation(s). Informal meetings and discussions will take place with the instructor and DSPS certificated professional. Meetings and discussions may also occur with the Department Chair or designee, the student, other DSPS faculty and staff and/or other appropriate members of the college community. All meetings will be completed within five (5) instruction days following the request for the accommodation.
3. If no informal resolution can be found within five (5) instruction days and the accommodation is not allowed, the DSPS certificated professional, student or the instructor will refer the matter to the 504/ADA Coordinator who will make a decision regarding the accommodation within five (5) instruction days of having received the matter.

4. If either the instructor or the student disagrees with the 504/ADA Coordinator's decision, they will notify the 504/ADA Coordinator in writing within five (5) instruction days. The 504/ADA Coordinator will then proceed with the Academic Adjustment Hearing process.
5. The accommodation originally authorized by DSPS will be allowed for a maximum of three (3) instruction weeks during which time a resolution will be achieved. If the decision of the Academic Adjustment Hearing Committee (see page 3) is that the accommodation is not reasonable, the accommodation will either be modified or rescinded depending upon the Committee's recommendations.

Hearing Process

Students or instructors seeking to appeal a decision made by the 504/ADA Coordinator at the conclusion of the informal resolution process, or a decision by the EAR Committee on course substitutions, will file a formal written request for a hearing with the College's 504/ADA Coordinator. The 504/ADA Coordinator is Alistair Winter, Vice Chancellor of Human Resources located at the District Office, 2323 North Broadway, Santa Ana, CA 92706-1640. (714) 480-7490.

1. The 504/ADA Coordinator is responsible for informing the complainant of her rights, responsibilities and procedures.
2. An Academic Adjustment Hearing Committee will be convened by the 504/ADA Coordinator to review the complaint. The committee will be comprised of the following voting members:
 - a. The Vice President of Student Services or designee
 - b. The DSPS Coordinator or designee
 - c. The appropriate Department Chair or Non-Instructional Manager
 - d. Academic Senate President or designee.
 - e. Student representative appointed by the Associated Students
3. The 504/ADA Coordinator shall serve as Chairperson and will only vote in case of a tie and will be responsible for audio recording and written minutes of the hearing.
4. Four (4) members, including the 504/ADA Coordinator, shall constitute a quorum by which the hearing may proceed.
5. Both parties have the right to present witnesses, testimony, and evidence, but only as related to the case.

6. Both parties have the right to be accompanied by an advocate in the formal appeal hearing. Attorneys are not permitted unless the Committee finds that complex legal issues are raised by the case.
7. The hearing shall be closed to the public.
8. The Committee shall judge the evidence presented and shall render a written decision within five (5) instruction days following the commencement of the hearing; copies of the findings shall be sent to the College President. The College President will review the decision of the Committee and will either accept or modify it.
9. The College President shall inform the complainant and the committee of his final action by certified mail within ten (10) instruction days of the receipt of the Committee's findings.
10. Written minutes and an audio recording of the proceedings shall be kept in a confidential file by the College President and shall be available to the parties. All documents shall be filed separately from the personnel file of the participants.
11. The President's decision shall be the final decision rendered and shall be implemented within ten (10) instruction days.

General Provisions

1. The time limits specified herein shall be considered maximum and every effort shall be made to expedite the process. Time limits may be extended only by mutual consent, in writing.
2. The complainant may withdraw the appeal at any time. However, the same appeal shall not be filed again by the same complainant.
3. The 504/ADA Coordinator may be consulted by any party regarding these procedures at any point in the process.

Other Complaints

Students wishing to file complaints or grievances based upon discrimination on the basis of physical or mental disability should contact the College's 504/ADA Coordinator: Alistair Winter, Executive Vice Chancellor of Human Resources, located at the district office, 2323 North Broadway, Santa Ana, CA 92706-1640, (714) 480-7490.

If these processes yield an unsatisfactory result, the Office for Civil Rights may be contacted regarding their complaint resolution processes:

United States Department of Education
Office for Civil Rights
Region IX
Old Federal Building
50 United Nations Plaza, Room 239
San Francisco, CA 94102

The Santa Ana College Catalog contains the most recent information regarding services available for students with disabilities. This document is updated annually for currency and correctness

*An instruction day is Monday through Friday.