

## **1.0 PURPOSE**

To ensure compliance with the Americans with Disabilities Act, ADA Amendments Act, Section 504 of the Rehabilitation Act, and other relevant state and federal laws regarding providing services and accommodations to students with disabilities.

## **2.0 SCOPE (Boundaries: who is covered, where, when?)**

This administrative process covers the process by which qualified applicants for admission to Big Bend Community College (BBCC) with a disability may request and shall be provided reasonable accommodations, on a case-by-case basis, in the admissions process, in their program of study and in college sponsored activities provided the student follows the process for requesting accommodations.

## **3.0 DEFINITIONS**

None.

## **4.0 PROCESS**

Requests for disability services are processed through the Accommodation and Accessibility Services (A&AS) office. This office values a collaborative process with students and faculty to determine and implement reasonable accommodations and services.

- 4.1 Students will contact the Accommodations and Accessibility Services (A&AS) Coordinator to request services, provide information about prior use of accommodations and services in other settings, and discuss the likely impact of the disability on the student's experience at BBCC.
- 4.2 The A&AS Coordinator will provide the student an intake packet and request. Relevant documentation from external sources to help substantiate the disability and the student's eligibility for requested accommodations and services.
- 4.3 Once the student completes and returns the intake packet and requested documentation to the A&AS Coordinator, the student will meet with the A&AS Coordinator to discuss eligibility for services and accommodation requests.
- 4.4 The A&AS Coordinator will prepare a Letter of Accommodation (LOA). Students must request LOA's each quarter.
- 4.5 The student will and instructor will direct any questions regarding the implementation of the approved accommodations to the A&AS Coordinator.

## **5.0 LIMITATIONS AND REQUIREMENTS**

- 5.1 It is the student's responsibility to self-identify as having a disability to the A&AS Coordinator and request services and/or accommodations.

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- 5.2 Students must meet with the A&AS Coordinator for an initial intake interview where the A&AS Coordinator explains services and completes paperwork.
- 5.3 The A&AS Coordinator keeps all materials related to a student's request for accommodations and documentation of disability confidential.
- 5.4 Students must provide appropriate documentation of their disability in order to receive accommodations.
- 5.5 Accommodations are determined on an individual basis and are formulated based upon documentation of disability and information obtained during the intake interview. BBCC does not have an obligation to provide an accommodation that would lower academic standards, cause a direct threat, to health or safety, impose an undue hardship on the operation of the college or fundamentally alter programs or activities. An accommodation that would be excessively costly, extensive, substantial, and disruptive or result in a fundamental alteration in the nature or operation of the program or course may pose an undue hardship.

Determinations of undue hardship are made in accordance with the provisions of the Americans with Disabilities Act and related federal and state laws. If it is determined that a particular accommodation would impose an undue hardship, BBCC will consider whether there are alternative reasonable accommodations that would not impose such hardship.

- 5.6 Accommodations and services are evaluated each quarter based on current needs and requests. Some accommodations require time to arrange. Students should submit requests for accommodations six weeks prior to the beginning of the quarter. Lack of advance notice may delay the availability of an accommodation.

## 6.0 DOCUMENTATION OF DISABILITY

It is the student's responsibility to provide documentation of disability and cover any costs associated with securing it.

- 6.1 Documentation of a disability should include the following:

- Identification of the nature and extent of the disability and date(s) of diagnosis.
- Information that reflects the impact of the disability (e.g., function, range of motion, stamina, processing speed, memory, etc.).
- Medications and side effects.
- Documentation is usually provided by a physician, nurse practitioner, psychologist, learning disabilities specialist, rehabilitation or mental health counselor, or other qualified medical practitioner. Certain disabilities, which are obvious in nature, may not require documentation.
- Documentation must be current or the student may be asked to provide updated documentation. The A&AS Coordinator may request updated documentation when appropriate due to a change in the student's condition or disclosure of a new disability.

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## 7.0 SERVICES AND ACCOMMODATIONS

The services provided are determined on a case-by case basis and may include, but are not limited to, the following:

- Assistance in completing the admissions process.
- Accommodations for completing financial aid forms.
- Counseling, academic advising, or referral to services.
- Classroom accommodations (e.g. sign language/oral interpreters, note takers, readers, alternate testing, textbook format conversion, etc.).
- Accommodations in the assessment process.
- Priority registration (if justified by disability).
- Referral to resources on and off campus.
- Use of assistive technology (e.g. adaptive software and computers, ergonomic equipment, assistive listening equipment, CCTVs, portable keyboards, closed captioning, etc.).

## 8.0 COMPLAINT PROCEDURES

- 8.1 Students may seek review or reconsideration of an action or decision made by A&AS. This applies to complaints about A&AS's actions or decisions on matters such as eligibility for accommodations, denial of accommodation requests, and failure to provide accommodations. Students should submit their complaints as soon as possible, but no later than 60 days after A&AS took action or issued a decision. These complaint procedures do not cover concerns about instructors, college staff, or other students.

Students or prospective students who believe they have been discriminated against due to their disability, should follow AP6115, Prohibition of Discrimination, Sexual Harassment, Sexual Misconduct, Domestic Violence, Stalking, and Retaliation.

- 8.2 Informal Process for Addressing Student Grievances: Often student concerns can be resolved informally through direct communication, by sharing the concern/grievance with the A&AS Coordinator. Students are not required to informally try to resolve their concerns with the Accommodations and Accessibility Services Coordinator.
- 8.3 Formal Process for Addressing Student Grievances: The following steps are to be followed by students when seeking review of a decision by A&AS.
- 8.3.1 Students must submit their grievance in writing or email to the A&AS Coordinator. Students may also submit grievances verbally or via phone through a personal interview with the A&AS Coordinator. If a student wishes to file a grievance through other means of communication, the student should coordinate with the A&AS Coordinator.

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- 8.3.2 Following receipt of a grievance, the A&AS Coordinator will review the grievance and may discuss the complaint, request additional information, and/or review potential resolutions with the student. The A&AS Coordinator will provide a decision within ten (10) working days of receiving the grievance or after the final meeting with the student, whichever is later. The decision will explain the findings and if appropriate may provide recommendations for accommodation. The decision will be in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, electronic format, etc.
- 8.3.3 If a student's grievance is about actions or decisions of the Accommodations and Accessibility Services Coordinator, the student may file their grievance with the Dean of Student Services who will review the grievance consistent with the process identified above.
- 8.3.4 If the Student is not satisfied with the A&AS Coordinator's decision, the student may appeal the decision to the Dean of Student Services within ten (10) calendar days after receipt of the decision. If the A&AS Coordinator's decision was emailed or hand delivered, receipt is the date the email was sent or the date of hand delivery. If the A&AS Coordinator decision was mailed via United States Postal Service (USPS), receipt is three days after mailing. The student can mail or hand deliver the request for appeal to the office of the Dean of Student Services.

Within ten (10) working days after receipt of the appeal, the Dean will review the appeal, the decision of the A&AS Coordinator, and any materials provided by the A&AS Coordinator. The Dean of Student Services may conduct additional review that may include, but is not limited to, requests for additional information from relevant sources, and meetings or discussions with the student to obtain additional information and/or to discuss potential resolutions before rendering a decision. The Dean will issue a decision within ten (10) working days after receiving the appeal or after the final meeting with the student, whichever is later. The decision will explain the basis for the Dean's decision and may provide a recommended accommodation plan. The Dean's decision will be in writing, and where appropriate, in a format accessible to the complainant.

- 8.3.5 If a student believes their grievance is not satisfactorily resolved, they may appeal the Dean of Student Service's decision to the Vice President of Learning & Student Success within ten (10) calendar days of receipt. If the Dean's decision was emailed or hand delivered, receipt is the date the email was sent or the date of hand delivery. If the Dean's decision was mailed via USPS, it will be considered received by the student three days after mailing.

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Within ten (10) working days after receipt of the appeal, the Vice President will review the appeal, any response and records of the A&AS Coordinator, and the response and records of the Dean of Student Services. The Vice President may conduct additional review that may include, but is not limited to, requests for additional information from relevant sources, and meetings or discussions with the student to obtain additional information and/or to discuss potential resolutions before rendering a decision.

The Vice President will issue a decision within ten (10) working days of receiving the appeal or after the final meeting with the student, whichever is later. The decision will explain the basis for the Vice President's decision and may provide a recommended accommodation plan. The Vice President's decision will be in writing, and where appropriate, in a format accessible to the complainant. The Vice President's decision is final.

- 8.4 This grievance process does not preclude or replace a student's right to file action with the Washington State Human Rights Commission and/or the Office for Civil Rights. Students may contact these agencies for more information at:

Washington State Human Rights Commission at (800) 233-3247 or TDD (800) 300-7525, 711 S. Capitol Way, Suite 402, Olympia, WA 98504, [www.hum.wa.gov](http://www.hum.wa.gov)

US Department of Education Office for Civil Rights at (800) 421-3481 or TDD (877) 521 2172, 915 Second Ave. Room 3310, Seattle, WA 98174-1099, [OCR@ed.gov](mailto:OCR@ed.gov) .

## 9.0 CAMPUS CONTACTS

Accommodation and Accessibility Services Coordinator  
Building 1400, First Floor, Room 1472  
509.793.2027 or TDD 509.793.2325  
[aamailto:s@bigbend.edu](mailto:s@bigbend.edu)

Dean of Student Services  
Building 1400, First Floor, Room 1483  
509.793.2077  
[andreg@bigbend.edu](mailto:andreg@bigbend.edu)

Vice President of Learning & Student Success  
Building 1400, Second Floor, Room 1465  
509-793-2055  
[bryceh@bigbend.edu](mailto:bryceh@bigbend.edu)

Legal References:  
[Americans with Disabilities Act](#)  
[Section 504 of the Rehabilitation Act](#)

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[Washington Law Against Discrimination](#)

Washington Administrative Codes (RCW [28B.10.910](#), [28B.10.912](#), [28B.10.914](#),  
[28B.10.916](#))

*End of document: Legal References*