

**WALLA WALLA COMMUNITY COLLEGE**  
**ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES**  
**ADMINISTRATIVE PROCEDURE 7900**

---

**I. DEFINITIONS**

- A. *Qualified Professionals* – Includes physicians, nurse practitioners, psychologists, learning disabilities specialists, rehabilitation or mental health counselors, or other qualified medical practitioners.
- B. *Reasonable Accommodation* – Any reasonable modification of the institution’s rules, policies or practices, environmental adjustments (such as the removal of architectural or communicative barriers) or auxiliary aids and services. An accommodation is not reasonable if it would result in an undue financial or administrative burden or hardship; require a fundamental alteration to the program, service or activity; violate accreditation requirements; or require the waiver of essential program or licensing requirements.

**II. DISABILITY ACCOMMODATION REQUEST**

- A. Students shall follow established guidelines for admission and registration to the college.
- B. The student with a disability should complete and submit the [Disability Accommodation Request Form](#) (located on the college website) to initiate the process to request accommodations.
  - 1. WWCC recommends requests be made at least four (4) weeks prior to the beginning of the quarter for which the request is made. Lack of advance notice may delay the availability of some accommodations.
  - 2. Provide documentation to the Disability Support Services (DSS) office to determine reasonable and appropriate accommodations.
  - 3. To maintain confidentiality, all communication will be conducted through a student’s [WWCC email account](#).
  - 4. Within five (5) business days of receiving the Disability Accommodation Request form, the DSS office will reach out to schedule an Intake Meeting. This meeting is typically one hour long and can be conducted in-person or online.
  - 5. The DSS Coordinator will review all of the information provided to determine if the student qualifies as a student with a disability (see definitions in [Accommodation for Students with Disabilities Administrative Policy 7900](#)) and what reasonable accommodations would provide access and remove barriers.
  - 6. Students will be notified of the results from the intake meeting by email within two to seven (2-7) business days after the meeting.
  - 7. If approved for accommodations, student’s instructors will receive a letter outlining the student’s approved accommodations. This will be sent out the week prior to the start of the quarter.
    - a. If a student applies for accommodations during the quarter accommodations are requested for, the letter will be shared with instructors within three (3) business days of approval.
    - b. Additional process may be required if a student is approved for assistive technology or equipment loaners.
- C. Accommodation renewals should be requested each quarter immediately after registering for the next quarter.
  - 1. In order for accommodations to be shared with instructors before the start of the quarter, renewal requests should be submitted a minimum of two (2) weeks prior to the start of the quarter.

### III. TEMPORARY DISABILITY ACCOMMODATION REQUEST FOR INJURY OR SURGERY

- A. If the request for accommodation is temporary, such as for an injury or surgery, the student should complete and submit the [Request for Temporary Accommodation Form](#) (located on the college website) to initiate the process to request a temporary accommodation.
  1. Provide documentation to the DSS office to determine reasonable and appropriate accommodations.
  2. To maintain confidentiality, all communication will be conducted through a student's [WWCC email account](#).
  3. Within two (2) business days of receiving the Temporary Accommodation Request form, the DSS office will reach out to schedule a meeting. This meeting is typically one hour long and can be conducted in-person or online.
  4. The DSS Coordinator will review all of the information provided to determine if the student qualifies as a student with a disability (see definitions in [Accommodation for Students with Disabilities Administrative Policy 7900](#)) and what reasonable accommodations would provide access and remove barriers.
  5. Students will be notified of the results from the intake meeting by email within two (2) to seven (7) business days after the meeting.
  6. If approved for accommodations, student's instructors will receive a letter outlining the student's approved accommodations.

### IV. COLLEGE RESPONSIBILITIES

- A. Determine institutional policies and procedures.
- B. Provide training to students, faculty, and staff with regard to accommodation rules and laws for students with disabilities.
- C. Work collaboratively with each student to determine reasonable accommodations.

### II. STUDENT RESPONSIBILITIES

- A. Self-identify as a student with a disability to the DSS Office and complete the Disability Accommodation Request Process, which includes engaging in an interactive process to determine eligibility and reasonable accommodations.
- B. Provide documentation of the nature and extent of the disability.
  1. Documentation may include, but is not limited to:
    - a. Individual Education Plans
    - b. Section 504 Accommodation Plans
    - c. Medical records/evaluations
    - d. Mental health records/evaluations
    - e. Vocational rehabilitation evaluations and recommendations
    - f. Additional requested documentation
  2. Provide updated documentation if the student's condition changes or a request is made to add or change accommodations based on a new disability.
- C. Follow through with additional tasks to ensure set-up of accommodations (alternative text, assistive tech programs, reduced distraction testing, etc.)
- D. Communicate with course instructors regarding the implementation of accommodations.
- E. Promptly notify DSS staff of any problems encountered in receiving agreed upon accommodations.
- F. Follow the DSS process to renew accommodations quarterly.
- G. Meet the academic standards required of all students.

## V. FACULTY RESPONSIBILITIES

- A. Include the DSS statement in course syllabi and review with students on the first day of class.
- B. Implement student accommodations within three (3) business days of receipt of Letter of Accommodation from DSS office.
- C. Provide only the accommodations identified for qualifying students.
- D. Provide online course content in an accessible format.
- E. Keep student information confidential. Do not discuss student accommodations in front of other students, faculty, or staff.
- F. Contact DSS staff for questions regarding an accommodation or believe an accommodation will fundamentally alter your course.
- G. Review and apply guidelines outlined on our website: [Disability Services Faculty Resources](#).

## VI. GRIEVANCE PROCEDURE AND APPEALS

To request review or reconsideration (including the denial of accommodations) of an action, inaction, or decision made by the Disability Support Services office, a grievance can be submitted using the informal or formal process outlined below. In the event that claims of discrimination and/or harassment have been substantiated, the college will take steps to prevent recurrence and correct discriminatory effects.

### A. Confidentiality

1. To the extent possible, grievances will be handled in a discreet and sensitive manner.
2. Anonymity and complete confidentiality cannot be guaranteed once a grievance is made or unlawful behavior is alleged.
3. Files pertaining to grievances will be maintained in confidence to the fullest extent of the law. WWCC cannot, however, guarantee complete confidentiality.

### B. Informal Process

1. Communicate with the DSS office of the desire to have an action, inaction, or decision be reconsidered.
2. DSS staff may request that additional documentation or information be submitted for review.
3. DSS staff may need to consult with other college staff or faculty regarding technical standards, program requirements, college policies, or other information relevant to the request.
4. Informal resolution of grievances shall not exceed thirty (30) calendar days.

### C. Formal Process

1. If a complainant is not satisfied by the results of the informal process, or if the informal meeting has been waived, the complainant may submit a written request for a meeting with the Vice President of Student Services (VPSS).
  - a. Within thirty (30) calendar days of receiving the written request, the VPSS shall arrange an official hearing and chair the meeting to review the grievance.
  - b. The complainant may choose to meet with the administrator with or without the respondent. If the complainant requests a joint meeting, the complainant, the respondent, and the administrator will attend the meeting.
  - c. After the hearing, and within thirty (30) calendar days of receiving the written request, the VPSS will report their findings in writing to the complainant, and the respondent.

### D. Appeal Process

1. If the grievance is not resolved as a result of the hearing conducted by the VPSS, either the complainant or the respondent may request an appeal to the college President.

- a. The request must be made in writing within ten (10) calendar days after receipt of the written result of the official hearing.
- b. Within fifteen (15) days of receiving the request, the college President, or designee, will conduct a Presidential Appeal hearing and report the findings in writing to both the complainant and the respondent.
- c. Attendance at the hearing shall be limited to the college President or designee, the administrator who conducted the official hearing, the complainant, and the respondent; unless otherwise mutually agreed by the parties. The college President or designee shall preside.
- d. Either the complainant or the respondent may call witnesses at the direction of the person presiding.
- e. The written findings of the Presidential Appeal will be considered final. No further intra-institutional appeal exists.

E. Non-Retaliation

1. In all cases, retaliation by, for, or against any participant (accused, accuser or witness) is expressly prohibited. Retaliatory action of any kind taken against individuals as a result of seeking redress under the applicable procedures or serving as a witness in an investigation dealing with harassment/discrimination is prohibited. Any person who thinks they have been the victim of retaliation should contact the college's designated Section 504 Compliance officer, the Vice President of Human Resources or designee, immediately.

F. While individuals are encouraged to file grievances with the college for prompt resolution, individuals may file grievances directly with the agencies listed below under the timelines and policies of each agency:

1. Office for Civil Rights  
Department of Education  
810 3<sup>rd</sup> Avenue, Suite 750  
Seattle, WA 98104-1627  
206-684-4500  
206-684-4503 TTY
2. Washington State Human Rights Commission  
711 South Capitol Way Suite 402  
Olympia, WA 98504  
+1-800-233-3247
3. Equal Employment Opportunity Commission  
900 First Avenue Suite 400  
Seattle, WA 98104-1061  
+1-800-669-4000  
+1-800669-6820 TTY

<p><b>Policy Contact:</b> <u>Vice President, Student Services</u></p> <p><b>Approved by (Department/Body):</b> <u>Dr. Chad Hickox, President</u></p> <p><b>Date Originally Approved:</b> <u>July 9, 2024</u></p> <p><b>Last Reviewed/Revised on:</b> _____</p>
--