



DIVISION OF STUDENT AFFAIRS

Disability Resource Programs

Effective Date: Office Use Only>

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Procedure on Conflict Resolution for Students Registered with Disability Resource Programs

Intent: To ensure students registered with Disability Resource Programs receive timely and judicious conflict resolution.

Background: CSU Coded Memo AA 2002-35; CSU Executive Order No. 926; Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, Americans with Disabilities Act of 1990 (ADA); the California Fair Employment and Housing Act (FEHA); California Senate Bill 302; California Assembly Bill 2222; California Assembly Bill 422; CSUCI Policy FA.31.002 (Policy on Persons with Protected Disabilities).

Accountability: Vice President for Student Affairs, Director of Access, Orientation, and Transition, Associate Director of Access, Orientation, and Transition, and Disabilities Counselor

Applicability: Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

Attachment[^]: None

Procedure:

1. When a question arises about the denial or appropriateness of an accommodation, the faculty member and/or the student involved first must consult with the disabilities counselor.
2. The counselor will then work with the faculty and the student to resolve accommodation disagreements.
3. In the event of complex situations, the counselor may request faculty and/or the student to place their concerns in writing.
4. If the issue cannot be resolved to the satisfaction of all parties, the faculty member and/or the student may take the concern to the director of Access, Orientation and Transition (AOT).
5. If the director of AOT cannot resolve the dispute over accommodations, a formal complaint may be filed with the associate vice president of Human Resources Programs (A VP of HRP).
6. Students should contact DRP or the A VP of HRP to obtain information regarding the procedure for filing of a grievance.

7. In general, the formal complaint should be in writing, contain the name and address of the person filing the complaint and briefly describe the alleged violation of the regulation, including when and where it happened and who was involved.
8. Faculty members who question the legitimacy of an accommodation recommended by DRP must continue to afford the accommodation to the student while appeals procedures are implemented.
9. Conflict regarding DRP accommodations or services shall be addressed with the disabilities counselor *fust*.
10. If the conflict cannot be resolved between the student and the disabilities counselor, the complaint shall be filed with the director of AOT.
11. If the conflict cannot be resolved by the director of AOT, the complaint shall be made to the vice president for Student Affairs.
12. If the conflict is unresolved by the vice president for Student Affairs, a formal complaint may be filed with the AVP of HRP.
13. Students should contact DRP or Human Resources Programs to obtain information regarding the procedure for filing of a grievance.
14. Conflicts regarding faculty, exams or course content, not related to disability accessibility, must be addressed directly with faculty.
15. If the student and faculty cannot resolve the issue, a complaint may be filed with the chair of the department.

Author: _____

Date: _____

Approved: _____

Director

Date: _____

09.16.08

Approved: _____

Dean

Date: _____

9/19/08

Approved: _____

VPSA

Date: _____

9/19/08