



**Pioneer Support  
Accommodation Services**  
3<sup>rd</sup> Floor, RFK Library  
Phone: (304) 462-4118  
Fax: (304) 462-6032

## **Accommodation Services Grievance Procedure**

Glenville State University is committed to a policy of ensuring that no otherwise qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in University programs or activities due to his or her disability. The University is fully committed to complying with all requirements of the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1973 (section 504) and to providing equal educational opportunities to otherwise qualified students with disabilities.

This Grievance Procedure is designed to address disagreements or denials regarding requested services, reasonable accommodations, or modifications to University academic practices or requirements.

Discrimination, harassment, and/or retaliation against anyone who requests accommodations, files a complaint or otherwise participates in the investigation or disposition of a complaint is prohibited by the ADA, Glenville State University Policy and other state and federal laws.

Accessibility complaints should be filed directly with Accommodation Services via official GSU email to [Pioneer.Support@glenville.edu](mailto:Pioneer.Support@glenville.edu). If the issue is not able to be resolved between Accommodation Services and the filer of the grievance, an Accommodation Appeal and Grievance Form will need to be filed with Accommodation Services to be reviewed by the Dean of Student Success and Retention and/or the Vice President of Enrollment and Student Affairs or her/his designee. If the issue is unable to be resolved through this process, it may be elevated to a meeting with the president and any or all involved parties.

## **Office of Civil Rights (OCR) Complaint**

Although students are encouraged to attempt to resolve complaints pertaining to disabilities by using the Grievance Procedure, students have the right to file a complaint directly with the U.S. Department of Education, Office for Civil Rights (OCR) at:

Office for Civil Rights,  
***Philadelphia Office***  
U.S. Department of Education  
The Wanamaker Building  
100 Penn Square East, Suite 515  
Philadelphia, PA 19107-3323  
Telephone: (215) 656-8541  
Facsimile: (215) 656-8605  
<http://www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt>



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## *Accommodation Services Grievance Procedure, Cont'd.*

### **Instructor Challenges**

Instructors may challenge accommodations that fundamentally alter academic standards or compromise core pedagogical components of a course. Instructors may also challenge academic accommodations, academic modifications, and/or auxiliary aids if they are unreasonable for one or more of the following reasons:

The requested accommodations:

- a) Pose a direct threat to the health and safety of others.
- b) Constitute a substantial change or alteration to an essential element of a course or program.
- c) Pose undue financial or administrative burden on the University.

Per the Accommodations Memo, students should meet with instructors directly about their accommodations upon issuance of the Memo. An instructor may challenge an accommodation by submitting a letter or email to Accommodation Services that clearly states the basis for the challenge. The instructor should also include in the letter the name and number of the course, meeting times, and any other information and/or documentation that s/he wants considered during deliberation. Accommodation Services may discuss the challenge with the instructor, the student and/or any other individual necessary to address the issues set forth in the challenge. Due to confidentiality, the specific disability information will not be disclosed to the instructor unless there is a specific need to know or a willingness on the part of the student to divulge.

If the matter is resolved, a new memo will be drafted and issued with the updated accommodation(s). If the matter is unable to be resolved, Accommodation Services will notify the parties in writing and will refer the original challenge letter and the student's Disability Services file to the Dean of Student Success and Retention to review, resulting in issuance of a written decision. Within five business days after receipt of the Dean's decision, either party may appeal the decision to the Vice President of Enrollment and Student Affairs using the Academic Accommodation Appeal and Grievance form, resulting in an issuance of a written decision. The Vice President's decision is final. If the issue is unable to be resolved through this process, it may be elevated to a meeting with the president and any or all involved parties.