

WASHTENAW COMMUNITY COLLEGE
AMERICANS WITH DISABILITIES ACT
ACCOMMODATION REQUEST AND COMPLAINT PROCEDURES

OBJECTIVE: To establish a procedure by which employees, students, staff, and the general public can bring to the College's attention matters of concern or potential violations of the Americans with Disabilities Act. The procedure below is intended to assist the College in carrying out the following general objectives:

- Washtenaw Community College does not discriminate on the basis of disability in admission, employment, or in the provision of programs or services.
- Washtenaw Community College is committed to making its programs and services accessible to and usable by qualified persons with disabilities in the most integrated setting possible.

PROCEDURE: Anyone may contact the ADA Coordinator at any time regarding any concerns or questions they may have. Faculty and staff are encouraged to report concerns and requests of which they are aware to the ADA Coordinator.

(1) **Employees** needing accommodation in employment shall make the request to the ADA Coordinator, in Human Resource Management. After the ADA request is made the ADA Coordinator, or his/her designee, will call a meeting with the employee and others, if needed, to coordinate accommodation. The ADA Coordinator will provide a status update to the affected employee no later than 72 hours from initial request.

(2) **Students** needing accommodation in a class, program, or course work should make the request to the faculty member responsible for the class. Students and faculty should work with Learning Support Services to develop an accommodation which effectively meets the needs of the student. If a satisfactory accommodation cannot be agreed upon, the student may take the request to the Dean in the particular area or to the Vice President for Student & Academic Services. If a satisfactory accommodation is not agreed upon, the student may take the request to the ADA Coordinator.

(3) **Programs:** Persons with concerns or requests regarding access to and use of College programs should contact the Vice President for Student & Academic Services or the ADA Coordinator.

(4) **Facilities:** Persons with concerns or requests regarding access to and use of campus facilities should contact the Associate Vice President for Facilities or the ADA Coordinator.

Upon receipt of the request, the ADA Coordinator will investigate the concern and may meet with the parties involved. If no resolution is achieved, the ADA Coordinator shall take the concern to the ADA Committee. The person making the request may have the opportunity to meet with the Committee to express his/her position. The Committee shall reach a decision regarding the request or concern. The ADA Committee shall consist of the Vice President for Administration and Finance, the Vice President for Student & Academic Services, the Associate Vice President for Human Resources, and the Associate Vice President for Facilities

The decision of the ADA Committee shall be final.

Updated: November 20, 2012

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