

## **Student Accessibility Services Appeal Procedures**

Students Accessibility Services (SAS) staff members aim to ensure that students with disabilities have equal access to participate in educational opportunities at UCF. Determining equal access requires both consideration of a disability along with consideration of essential functions of academic programs and courses, plus fundamental policies and campus practices. It is the responsibility of Student Accessibility Services to analyze all information when making equal access decisions.

If a student is not satisfied with the stated accommodation/situation outcome after meeting with a SAS staff member, then the student may request a second assessment from the Director of SAS. The SAS Director will speak with the student, the initial SAS contact and others as necessary in order to determine a reasonable, equitable outcome relative to all factors involved. When possible, the Director's review will be completed within seven business days.

If a student is unsatisfied with the SAS Director's communicated decision (or if the SAS Director's decision/action is the initial source of concern), the student may request that an assessment of the decision-making process be conducted by the Student Development and Enrollment Services' (SDES) Assistant Vice President (AVP) who oversees SAS. When possible, the AVP's process review will be completed within seven business days. However, the AVP retains the right to request a formal committee review, which may take up to three weeks.

Students are strongly encouraged to follow the communication channel listed (from SAS staff member to SAS Director to SDES AVP). Assessment of the situation at future steps will not be considered if there is reason to believe the student did not have a thorough conversation, where reasonable, with the previous point of contact.

## **Student Accessibility Services Grievance Procedures**

Students may file a Discrimination Grievance with the Director of Office of Institutional Equity (OIE) at any time if the student believes that s/he was discriminated against based on the outcome of the decision. The OIE Discrimination Grievance Policy can be found by clicking here:

<http://eeo.ucf.edu/documents/DiscriminationGrievanceIntakeForm.pdf>.

Please note: a formal review usually takes about 60 days to complete. Students are encouraged to consider the full SAS appeal process, which provides timely informal decisions. The recommendations of the OIE Director are reviewed by the UCF President, whose decision is final.