

The Academic Accommodation Process – Information for Faculty

Step 1: Student must meet with an Access Advisor in Accessibility Services.

- Postsecondary students seeking disability, or medically-related accommodations and services, or funding for assistive services and technology, are required to provide documentation from a qualified professional. Depending on the disability, the documentation can come from a physician, psychiatrist, psychologist, audiologist, ophthalmologist, or other licensed specialist.
- Students register with Accessibility Services by submitting a [Public Request Form](#) on the Accessibility Services website and uploading their documentation. They will be contacted by Accessibility Services to schedule an intake meeting with an Access Advisor (AA).
- After reviewing the documentation of disability, the AA meets with the student and prepares an academic accommodation plan.
- It is helpful to include information about Accessibility Services in your course syllabus so students know how to make arrangements early in the semester. (See a sample course syllabus statement – Appendix 5):
https://www.mtroyal.ca/cs/groups/public/documents/pdf/policy_517_guidelines.pdf

Step 2: Student and Professor have a private meeting to discuss the accommodation request.

- Students are directed to request a private meeting with the Professor. This is preferable to having the discussion before or after class due to the sensitive nature of the conversation.
- Student provides *Confidential Accommodation Letter* from Access Advisor, listing recommended academic accommodations.
- Student and Professor discuss how the accommodations will work within the design of the course.
- Access Advisor's name and phone number is listed on bottom of *Confidential Accommodation Letter*.
- Professor signs *Professor Acknowledgement Form* which is returned to Accessibility Services by student.
- Accessibility Services works with faculty and students to achieve accommodations that uphold academic standards and maintain the integrity of the program and course curriculum.
- Questions regarding specific academic accommodations should be directed to the Access Advisor whose name is on the *Confidential Accommodation Letter*.
- Professor concerns can be directed to the Access Advisor using the [Professor Accommodation Appeal Notification](#) that is linked to the Accessibility Services webpage under the *Quick Links* section.

Step 3: After discussion with Access Advisor, if Professor does not agree with the recommended accommodation, initiate an appeal of the accommodation as outlined in Policy 517 (see reverse side of page).

- Initiate the appeal process

The accommodation remains in place until the appeal process is complete.

Academic Accommodation Appeal Process Checklist

Academic Accommodation letters list what is required to accommodate students in the learning environment. These accommodations are honoured and remain in place until the following appeal process is complete:

- Professor meets with student privately to discuss accommodations listed on their Accommodation Letter and how they relate to the design of the course.
- The Professor does not support one or more of the accommodations listed on the Accommodation letter.
- Sign the Professor Acknowledgement form and return the form to the student.
The accommodation remains in place until the appeal process is complete.

The Professor must then take the following steps.

- 1. Contact the Access Advisor listed on the letter by email, phone, or online [Professor Accommodation Appeal Notification](#) that is linked to the Accessibility Services webpage under the *Quick Links* section, and discuss the academic accommodation in question. If there is no resolution go to step 2.
- 2. Appeal the decision in writing to the Dean/Director within **5 business days** of the initial conversation with the student.
 - **The accommodation remains in place until the appeal process is complete**
 - Dean/Director may sub-delegate their decision-making authority to the Associate Dean level.
 - Dean/Director reviews the situation and involves individuals knowledgeable about accessibility, academic accommodation, human rights issues and the particular issues being adjudicated, including the Accessibility Services Faculty liaison.
 - Dean/Director shall not refuse an accommodation until after consulting with the Provost & Vice President Academic or designate and University Legal Services.
 - Under human rights legislation, reasonable accommodation can only be denied by the University for reasons of undue hardship.
 - The Dean/Director's decision will be rendered in a timely fashion, normally within **20 business days**.
- 3. The decision of the Dean/Director is final.