

Procedures for Requesting Academic and Testing Accommodations

I. Office of Special Services Responsibilities

Macomb Community College is committed to the principle of equal opportunity for students with disabilities. Our objective is to ensure that qualified students with disabilities receive equal access to the college's programs, activities, and services.

The Office of Special Services (“OSS”) is the college office designated to work with Macomb students with disabilities. The OSS provides a wide array of support services and accommodations to remove barriers to full participation in the life of the College.

In reaching its determinations about appropriate accommodations, the OSS considers all documentation submitted by the student, including but not limited to, documentation from professionals specializing in the area of the student’s diagnosed disability, the student’s functional limitations, and the student’s input and accommodation history in regard to particular needs and limitations. The OSS will then work with the student and relevant faculty and staff through an interactive process to arrive at a reasonable accommodation of the student’s disability.

The OSS will deny requests for accommodations, academic adjustments, and/or auxiliary aids when submitted disability documentation fails to confirm a current disability or verify the current need for the requested services, or if disability documentation is not provided to OSS in a timely manner. In addition, accommodation requests that are judged by the college to: 1) pose a direct threat to the health or safety of the student, fellow students or college employees; 2) constitute a substantial change or alteration of an essential course element/program standard, including licensing requirements, or 3) place an undue economic

or administrative burden on the college, will not be considered “reasonable” and will not be granted.

Macomb does not provide personal care attendants; individually prescribed devices (glasses, canes, wheelchairs, hearing aids, computers, etc.); readers for personal use or study; storage of personal property, or other services or devices of a personal nature.

II. Student Responsibilities

A qualified person with a disability has certain rights under the law, including the right to reasonable accommodations designed to promote equal access to college programs and services. With this right comes the responsibility to follow procedures established to ensure that requests for accommodations are addressed in an effective and timely manner, and that personal responsibility and self-advocacy are fostered.

A. Requesting Academic Accommodations

A student that desires accommodations must request accommodations through the OSS each semester. Reasonable accommodations may include extended time to complete tests, reduced distraction environment; tape recording of classes; taped textbooks, e-text, note taking assistance; alternative testing and evaluation; qualified Interpreters; real time transcription services; assistive listening systems; closed captioning decoders; video phone availability, and classroom seating modifications. The procedure for requesting accommodations is set forth below:

1. Students must provide the OSS with written evidence that the student is a qualified student with a current disability and has a current need for reasonable accommodations. Students are strongly encouraged to provide their documentation to OSS and meet with an OSS counselor before their classes begin.

2. The student must make an appointment and meet with an OSS counselor to review disability documentation and to assist OSS in determining reasonable accommodations. This is an interactive, case-by-case, fact-based process. The OSS will give primary consideration to the accommodation preference of the individual with a disability. However, if there are two or more possible accommodations, and one costs more or is more burdensome than the other, the OSS may choose the less expensive or burdensome accommodation as long as it is effective.
3. Within five (5) business days of receiving satisfactory written evidence that the student is a qualified student with a current disability and has a current need for reasonable accommodations, the OSS will prepare a Classroom Assistance Letter (“CAL”) for each faculty member identified by a student outlining the reasonable accommodations the student is to receive. The CAL(s) will be provided to a student for delivery to faculty.
4. A student shall meet with each faculty member that is expected to provide the student with accommodations. The student shall deliver the CAL and discuss accommodation needs with the faculty member during this meeting. Students are strongly encouraged to meet with each faculty member during the first week of class for the purpose of delivering the CAL and discussing their accommodation needs. Faculty members shall have five (5) business days after receipt of a CAL describing the accommodations approved by OSS to provide accommodations.
5. If at any time a student believes that their instructor has refused to provide approved accommodations or that their accommodation requests are not being fulfilled properly, or if the student believes that he/she is being discriminated against on the basis of disability, the student should notify the OSS immediately. Students may also file a formal complaint as provided in Section III.
6. The OSS will make every reasonable effort to fulfill timely accommodation requests, and to direct students to appropriate resources and services on and off campus. However, instances may arise when certain accommodation requests cannot be fulfilled due to the nature or timeliness of the request.

B. Requesting Testing Accommodations

The procedure for requesting testing accommodations, including accommodations for online testing, is similar to the procedure discussed in Requesting Academic Accommodations and, if appropriate under the circumstances, can be arranged contemporaneously with academic accommodations. There are, however, very important additional requirements applicable to testing accommodations.

1. In order to afford faculty members a reasonable period of time to prepare for and comply with testing accommodations described in a CAL, a student shall provide a faculty member with the CAL at least five (5) business days before the test date. Faculty members are not required to provide testing accommodations to students who fail to comply with this deadline.
2. To prevent a misunderstanding that could compromise the delivery of approved testing accommodations, the student must, in a timely manner, confirm with the faculty member and any other parties involved in providing approved accommodations (such as the Learning Center, for example), that all necessary arrangements are in place.
3. A test with approved accommodations will be scheduled for the same date and time that the student's class is taking the test. Exceptions to this requirement may apply where: (a) the accommodation requested cannot be provided by the college at the scheduled class test time; (b) the student has back-to-back classes that require extended test time, or (c) where a change in the time of the test is, in fact, the accommodation approved by OSS.

III. Complaint Procedure

Any person who believes that Macomb Community College, an employee or student of Macomb Community College, or third parties such as visiting professors or contractors has violated Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the

Age Discrimination Act of 1975, the Elliott-Larsen Civil Rights Act, or the Persons with Disabilities Civil Rights Act may submit a written complaint to the Dean of Student Success, Macomb Community College, 14500 E. Twelve Mile Road, Warren, Michigan 48088. If the Dean of Student Success is the subject of the complaint, the complaint should be submitted to the Provost at the same address.

The College has adopted procedures, outlined below, to incorporate due process standards, including the prompt and equitable resolution of complaints. Complaints alleging violation of the aforementioned state or federal laws should:

- be in writing;
- state the complainant's name, address, phone number and email address (if any);
- be signed by the complainant;
- be promptly submitted to the Dean of Student Success after the alleged act, omission or event giving rise to the complaint;
- state the relevant allegations against the College, employee, student or third party, the facts in support thereof, and the date or dates on which the alleged violation(s) occurred;
- state the names of known witnesses in support of the complainant's allegations, if any, together with the witnesses' addresses and phone numbers, if known, and
- be accompanied by any documentary evidence in support of complainant's allegations that complainant wants the College to consider as part of its investigation.

Upon receipt of a complaint, the Dean of Student Success shall conduct an adequate, reliable and impartial investigation of the complaint. As part of that investigation, the Dean of Student Success shall meet with and interview the complainant, interview all witnesses identified by the complainant, and review all documentary evidence submitted by the complainant. The Dean of Student Success is not required to meet with or interview a complainant or a witness that refuses to cooperate or fails to respond to a request for an interview. As part of the investigation of a complaint, the Dean of Student Success may interview witnesses not identified by complainant, consider documentary evidence not provided by

complainant, and evaluate such other evidence developed in the course of the investigation that the Dean of Student Success may deem relevant.

The Dean of Student Success shall complete the investigation of a complaint not later than thirty (30) days after receipt of a complaint. The Dean of Student Success may extend the time for completing an investigation up to an additional thirty (30) days for good cause. The complainant must be notified in writing of any extension and the reason(s) for the extension.

The Dean of Student Success shall notify the parties in writing of the outcome of the complaint not later than fourteen (14) days after the date by which the investigation must be completed, including any extensions of the investigatory period.

If the Dean of Student Success determines that a violation has occurred, the Dean of Student Success will take steps to correct any discriminatory effects on the complainant and others, if appropriate, and will take reasonable steps to prevent recurrence of the violation.

Nothing in this statement of procedure shall prevent a student who believes a violation has occurred from filing a complaint with the Michigan Department of Civil Rights, 110 West Michigan Avenue, Suite 800, Lansing, Michigan 48913, or to the Office of Civil Rights, U.S. Department of Education, 600 Superior Avenue East, Cleveland, Ohio 44114.