# CASAA ACCOMMODATION PROCESS

#### INQUIRY

Initial student inquiry/conversation to discuss disability and prospective needs. Student told what is required for appropriate documentation.



#### **APPLICATION**

Accommodation application completed by student and turned in to CASAA with appropriate supporting documentation.



#### **REVIEW**

CASAA Director/Coordinator review of application and documentation with student, interactive process begins to determine appropriate accommodations. Folder is created with student name and Record of contact sheet placed in inside front cover and started.



Request for accommodations denied; diagnosis does not rise to the level of a disability under the ADA; insufficient supporting documentation to support the requested accommodations.

DENIAL



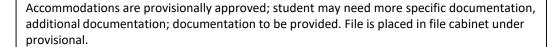
### **DENIAL LETTER**

Denial letter sent to student with reasons for denial. Folder placed in file cabinet under denied.



# PENDING/PROVISIONAL APPROVAL

Pending - Accommodations are not approved at this time and file is placed in file drawer under pending until student brings in missing paperwork (application, documentation, etc.)





#### **APPROVAL**

Request for accommodations approved based on diagnosis and supporting documentation. Approval letter outlining approved accommodations and timeframe created with student. printed, signed, student leaves with folder of signed original letters to deliver to professors. If student is not present when approval letter is written, letter emailed to student. Accommodations begin on date of letter, they are not retroactive, and current for the academic year they are requested. Students are encouraged to share letters with processors and advised information will not be shared by CASAA unless express, written permission given by student.

#### active files

File is placed in file cabinet with all active files. Record of contact maintained for student interactions. Maintain active communication with student to review accommodations and make appropriate changes/additions to accommodations when and if necessary each semester.

**ACTIVE FILE** 

#### PERMISSION

Student gives CASAA permission to share diagnosis and accommodations with faculty via phone, email and/or meeting with CDS, student and faculty. Express, written permission obtained and kept in file.



 $Documents/My\ Documents/POLICY/Accommodation\ Process\ \&\ Work\ Flow\ Chart\ \ Rev.\ 3/10/20$ 

# CASAA ACCOMMODATION WORKFLOW

#### ACTIVE FILE

File is placed in file cabinet with all active files. Record of contact maintained for student interactions. Maintain active communication with student to review accommodations and make appropriate changes/additions to accommodations when and if necessary each semester.



# **Transfer Students**

Accommodations end when students transfer to another institution. Students may give written permission to have their approval letters and documentation forwarded to the appropriate staff at their new institution. Student file is then moved from the active file cabinet to the archived file cabinet.



# Accommodation Expiration

Student accommodations end as of the expiration date stated on the approval letter.



#### GRADUATION

Student accommodations end upon graduation.
Student file is moved from active file cabinet to archived files cabinet.



#### Year-End Process

Student files are removed from active file cabinet and separated into categories of accommodations (i.e. academic, housing, meal plan, etc.). Emails and applications are sent out to students during the summer inquiring if they will need accommodations in the fall.



# Non-returning Students

If email received from student that they are not returning or do not need accommodations, file is placed in archived file cabinet.



## Returning Students

If email returned from student stating that they will be attending and seeking accommodations, file will be placed in pending until application and documentation, if needed, are received. If student returns application and any necessary documentation, review process will begin and interactive process occurs through email or phone. Student is asked to stop in the office at the beginning of the semester.