



Request for Review Process

Students with disabilities who are requesting academic accommodations should follow the outlined procedures for submitting qualifying documentation to the Disability Services Office (DSO). Students who have concerns related to disability accommodations, access, or implementation have the right to seek resolution. This process outlines the steps to request a review for such concerns.

Concerns may arise in different areas of the student experience. To ensure concerns are directed to the appropriate review process, they generally fall into one of the following categories:

- **Campus Accessibility Concerns**
- **Implementation or Instructional Concerns**
- **Eligibility or Accommodation Determination Concerns**

Students may initiate the review process by submitting an [Accommodation & Accessibility Concern Form](#) or by contacting the Disability Services Office. The appropriate review process will be determined based on the nature of the concern*.

Campus Accessibility Concerns

Students may share concerns about barriers that impact their ability to fully access campus spaces, programs, events, activities, services, or resources. Concerns may include physical, digital, communication, or other accessibility-related barriers (i.e. non-functional elevators, inaccessible building entrances, or digital materials incompatible with assistive technology).

Implementation or Instructional Concern

Students may submit a concern form when alleging a faculty member or academic department has failed to provide the accommodation or has challenged the accommodation's appropriateness in light of the course curriculum.

Eligibility or Determination Disputes

Students may request a formal review of an accommodation determination if they believe DSO has reached an inequitable decision regarding their eligibility or the adequacy of the approved

accommodations. This includes appeals based on new or additional documentation or a perceived failure of the DSO to follow established interactive procedures.

Step 1: Request for Review

The request for review process is intended to address accommodation and accessibility concerns through timely communication, collaboration, and collaborative problem-solving. Students are encouraged to share concerns as soon as possible to allow for prompt review and appropriate follow-up.

Students may initiate a request for review by completing the [Accommodation & Accessibility Concern Form](#) or by contacting the Director of Disability Services. The form allows students to share concerns related to disability accommodations, accessibility barriers, or the accommodation process and provides information to assist in determining appropriate next steps.

The Director of Disability Services will review the concern, communicate with relevant individuals as appropriate, and work with the student and campus partners to identify a resolution.

Step 2: Appeal

If a concern remains unresolved following the review process with the Director of Disability Services, or if the student wishes to request additional consideration of the outcome, the student may request an appeal review by the Associate Dean of Student Support Services.

Students should put their formal request to appeal in writing to the Associate Dean of Student Support Services. The student's name, student ID, email address, and a brief description of the issue in question must be included in the formal appeal.

Options Under the University's Equal Opportunity Plan

A student with concerns about a decision or who believes it does not align with their rights under applicable university policies or federal and state civil rights laws, and/or have experienced harassment or discrimination on the basis of disability, may pursue complaint resolution options under the [University's Equal Opportunity Plan](#).

To learn more about your rights and available options please contact the University's Title II Coordinator: Director of Equal Opportunity at rnewell7@fitchburgstate.edu or 978-665-3236.

Retaliation Prohibited

The University prohibits retaliation against any individual who raises a concern, files a complaint, or participates in a review process under the Accommodation Review and Appeal Policy. The University will respond to information and complaints involving conduct that reasonably may constitute retaliation using the same procedures it uses for other forms of prohibited discrimination. See the University's Equal Opportunity Plan for details.

**If a concern involves an allegation of discrimination or harassment, the matter will be forwarded to the Equal Opportunity Office and addressed through the appropriate University process.*

Accommodation & Accessibility Review Form:

<https://forms.gle/w8VwqrsrGsStzktN9>