

**F.6.2.2 (Procedure) Student Accessibility Services Offices**  
**Responsible Department: Vice Chancellor for Student Success**  
**Based on Board Policy: F.6.2 Student Responsibility for Success**  
**Adopted: 2-3-25**

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This procedure provides the guidelines for students with disabilities to request accommodations for the courses they are taking in any semester. By law, a qualified person with a disability may not be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in any postsecondary program's aids, benefits, or services on the basis of disability.

The Student Accessibility Services ("SAS") Offices at each college processes requests for academic accommodations of students with physical or mental disabilities, including learning and emotional disabilities. Reasonable accommodations provide qualified students with disabilities access to learning opportunities and allow them to learn on the same basis as non-disabled students. The accommodations do not make the disability go away; they just minimize the impact of the disability on the student's education.

**Initial Request for Accommodations**

A student with a disability who desires academic accommodations is required to self-identify by registering with SAS at the home college and complete an electronic request for accommodations as early as possible before the beginning of a semester. The student must provide documentation from a medical or other appropriate health care provider to support the disability or disabilities requiring accommodations and the nature of the accommodations requested.

An appropriate staff member from the SAS office will review the request for accommodations and engage in an interactive process with the student to determine if the student is a qualified individual with a disability and whether the requested accommodations are reasonable. A requested accommodation may be denied if it poses an undue hardship on the College or modifies the learning content or academic requirements of a course.

SAS approves requested accommodations deemed reasonable. A reasonable accommodation at least:

- Must be directly related to a documented disability;
- Must not fundamentally alter the nature of the course, activity, program or service;
- Must not give the student with a disability an unfair advantage over non-disabled students;
- and
- Must have a reasonable opportunity to provide equal access to learning.

SAS will issue a Letter of Accommodation ("LOA") to the student, specifying the approved accommodations for each course in a semester. SAS will communicate the LOA to each course instructor. The course instructor may not deny the accommodations listed in the LOA but may consult with SAS if an accommodation is not reasonable for the particular course and offer any alternate accommodation. In such event, SAS will reassess the reasonableness of an accommodation, determine and approve any alternate accommodations, and issue an Amended LOA.

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**Denying a Request for Accommodations**

If SAS denies a request for an accommodation, it must be denied because it is unreasonable. A requested accommodation is not reasonable if it places an undue burden on the college. A college is not required to provide adjustments, aids, or services which would result in lowering academic standards or fundamentally altering a program or course.

Before denying a request for accommodation, according to guidelines from the U.S. Department of Education Office of Civil Rights, SAS must make an individualized determination that a specific standard or requirement is an essential program requirement that cannot be modified via a careful, thoughtful, and rational review of the academic program and its requirements, in which the decision-makers also consider a series of alternatives for the essential requirements, as well as whether the essential requirement in question can be modified for a specific student with a disability.

If SAS denies a request for an academic adjustment or accommodation, it will clearly communicate the reasons for its decision to the student in writing and give the student a reasonable opportunity to respond and provide additional documentation that would address SAS's objections to the requested accommodations. SAS and the student will discuss the information provided by the student, and SAS may reach out to the relevant instructor(s) if necessary to informally resolve the issues. If no formal resolution can be achieved, the student may pursue a grievance under Board Procedure F.6.2.3 to challenge the denial of one or more requested accommodations.

**Renewing Request for Accommodations**

As stated above, the accommodations in an LOA are good only for the courses being taken by a qualified student with a disability in a particular semester. A student may renew the same accommodations for another semester by submitting a Request for Renewal of Accessibility Services. A student is encouraged to renew accommodations for a new semester before the end of a current semester. SAS will issue LOAs for each course and instructor in each semester.

In renewing a request for accommodations, a student may also request additional accommodations for a change in the condition or impact of a current disability or a new disability. The student will be required to provide medical or other appropriate documentation to support a new disability or may be required to provide supplemental documentation to support a change in the condition or impact of a current disability.

If a student requests accommodations at an Alamo College other than the home college, the home college will notify the other college that accommodations are being requested at that college. SAS at the other college will determine the accommodations approved and issue the LOAs for courses at that other college.

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**Expectations of Qualified Students with Disabilities**

A qualified student with a disability must comply with the Student Code of Conduct and all policies, procedures, and rules applicable to all students. A qualified student with a disability is subject to the same academic standards as non-disabled students. Academic accommodations do not alter the standards; they alter the methods as to how the student with a disability reaches the standards.

**Contacting SAS**

The contact information for SAS at each college is available on the website of each college.

SAS may also be contacted for providing accommodations outside the classroom, such as needing accommodations for taking the TSI exam or participating in a graduation ceremony or needing assistance with registration and enrollment.