Introductions

- Boise State University (ART)
- University of Idaho (ARC)
- North Idaho College (RC)

We are all members of Idaho Partners on Higher Education and Disability (IPHED)!

AHEAD Association on Higher Education And Disability®

Quick Overview

- Our "why"

- General overview

- Processes and procedures for each school

- Case studies

- Review of data and outcomes

- Discussion

Our "Why"

- Increased requests
- Fiscal responsibility
- The "over-accommodator" vs "under-accommodator"
- Preserving relationships with students
- Proactive approach for "early" grievances

AHEAD Association on Higher Education And Disability ®

The General Process

1. Student requests accommodation and engages in interactive process with their coordinator
2. Student receives confirmation email
3. Coordinator submits request to team
4. Team meets within one week to discuss requests
5. Team notifies the student of the decision, reasoning, and next steps

Boise State University (ART)

Who is the ART?

- Associate Director, Assistant Director, Senior Access Coordinator
- Associate Director
  - Is the tie-breaker
  - Sends the agenda the day before
  - Sends decision emails to students (and cc's coordinator)

AHEAD Association on Higher Education And Disability ®

Accommodations for ART

- Remote access to in-person class (including temporary)
- Remote access for on-campus proctored exams
- Notes on exams
- Word lists on exams
- Formula sheet on exams
- Occasional extension on assignment deadlines
- Occasional absence notification
- Messenger Pigeon (note taking service)
- E-text
- Meal plan exemptions

The Process

1. Student engages in interactive process with their coordinator and requests an accommodation

2. Coordinator submits request to ART

3. Student receives an email from their coordinator that their request has been sent to ART

4. ART meets within one week to discuss requests

5. ART notifies the student and coordinator of the decision, reasoning, and next steps

AHEAD Association on Higher Education And Disability ®

ART Submission Form

- Assigned coordinator

- Student

- If documentation has been submitted, readily apparent, or extenuating circumstances
    - If no documentation and others don't apply, wait for documentation

- Accommodation(s) being requested

- As the coordinator I would: approve, deny, or unsure

- Explanation for why the requested accommodation(s) is being considered
    - Readily apparent: explain how
    - Extenuating circumstances: explain how

- Additional information important for ART

AHEAD Association on Higher Education And Disability®

ART Discussion

- Associate Director sends agenda day before

- Form is populated into a spreadsheet

- Each member says if they would approve or deny the accommodation and why
  - May consider provisional
  - If denied, may consider information needed to re-consider decision or an alternative accommodation

- Next steps
  - Directions to activate
  - Alternative accommodations (if applicable)
  - Meaningful referrals for the student
  - Process for appeal (if applicable)

- Meeting notes are kept

AHEAD Association on Higher Education And Disability ®

Resubmission and Appeals Process

- Resubmissions are always allowed!
  - New information, additional documentation, etc.
- Appeal to Director
  - Request/schedule meeting with Director
  - Explain why the decision of ART should be reconsidered
  - Director makes determination (maintain, overturn, or alternative solution)

AHEAD Association on Higher Education And Disability ®

Who is ARC?

- Assistant Director, Access Consultant, Associate Director of Assistive Technology

- Director - 1st Appeals

- Dean of Students – 2nd Appeals

Accommodations for ARC

- Attendance
    - Absences, Flexible, Remote
- Housing accommodations
    - Rooms, Dietary, Reduced Course Load
- Classroom
    - Extensions, ASL, Realtime Captioning
- Testing
    - Memory Aids, Remote Proctoring, Greater Time Extensions

AHEAD Association on Higher Education And Disability ®

The Process (SAME as BSU)

1. Student requests accommodation and engages in interactive process with their coordinator

2. Student receives an email from their coordinator that their request has been sent to ARC

3. Coordinator submits request to ARC

4. ARC meets within one week to discuss requests

5. ARC notifies the student and coordinator of the decision, reasoning, and next steps

**AHEAD** Association on Higher Education And Disability®

ARC Submission

- If documentation is required, it must be provided prior to or during the interactive meeting
- Consultant enters info on spreadsheet
  - Student, accommodation, request to discuss, votes, comments
- Voting happens at any time throughout week
- ARC meets weekly to discuss requests
  - Denials are always discussed, review resources/alternatives

Appeals

- Can appeal request to ARC at any point with new information (meeting, documentation, or both)
    - Can repeat this process
- Can appeal to Director within 7 days of ARC decision
- Can appeal to Dean of Students after Director
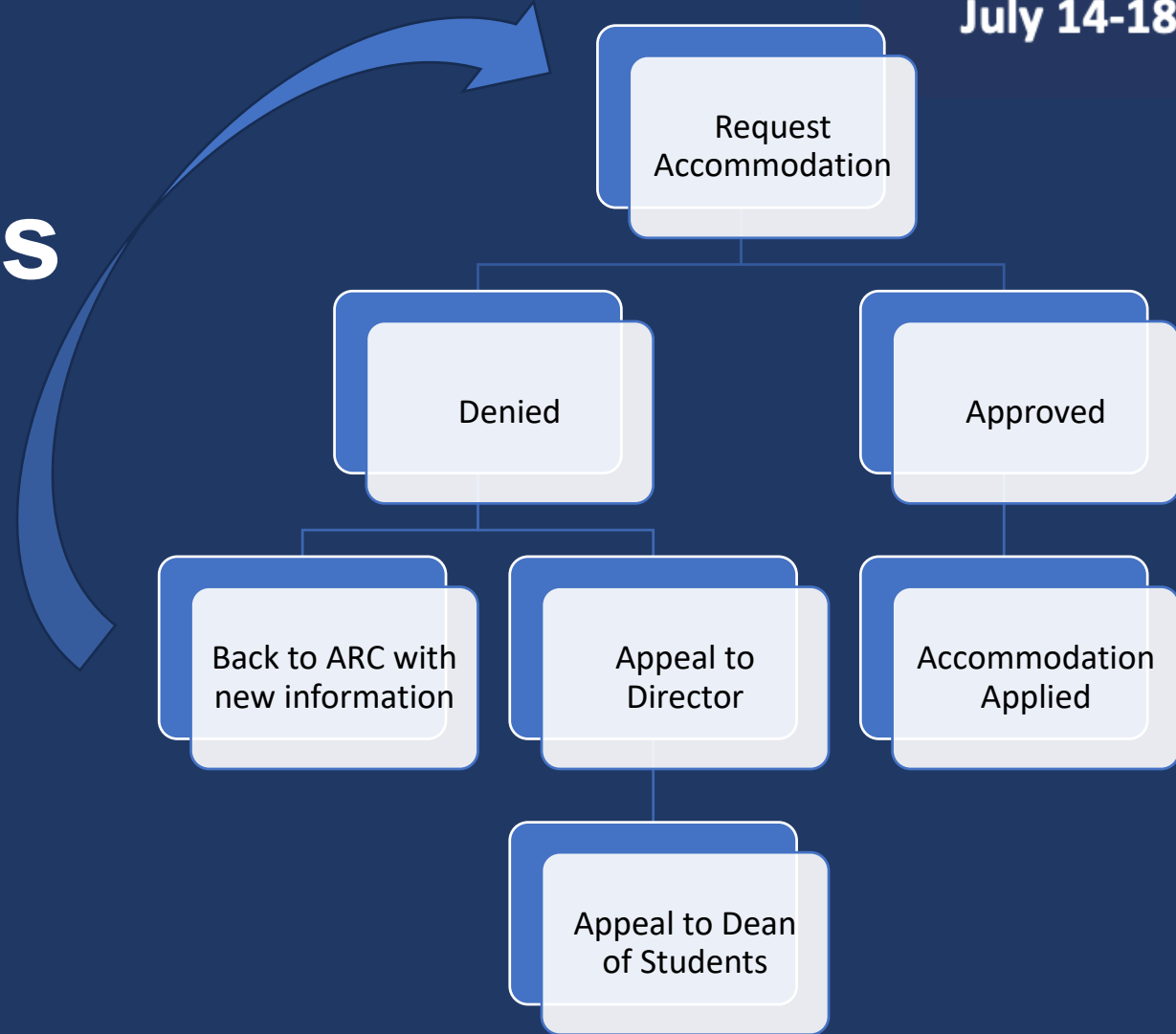
Review Committee

- Access Specialists (2)
- Assistive Technology & Alt Format Access Specialist

Our Process

1. Student requests accommodation with Access Specialist

2. Access Specialist informs student when a specific request requires further review. May approve all other accommodations without delay.

3. Access Specialist completes Excel form and uses dedicated Teams chat to alert the committee of new request

4. Committee reviews information in AIM, making comments on Excel sheet. May meet as a committee, as necessary

5. Access specialist notifies student of the decision, reasoning, and next steps.

AHEAD Association on Higher Education And Disability ®

Appeal

- Student can submit additional information and request another review from the committee

- Student can appeal to the Director

- If after Director denial, student can appeal following formal grievance procedure via appeal to the ADA Committee (ADA Coordinator, Dean of Students, etc.)

Small School Tips

- Committee: a group of 2 or more people

- If in a one-person office, enlist colleagues within same institution. Ensure adequate training.

- Consult with AHEAD affiliate group or peer institutions (FERPA)

- Document, document, document

Just Start Somewhere

- Base model
  - Excel spreadsheet
  - Email templates
  - Grievance procedure

Case Studies

Case Study Example I

- Self report: Request attendance flexibility due to experiencing an increase in anxiety symptoms, including panic attacks. Student experienced on in class causing them to step out, and another one was beginning to onset and the professor noticed and suggested the student go home and rest. Panic attacks are occurring 3-4 weeks. Student feels physically ill for the few hours following the panic attack. Student reported working with her provider to re-address medications and re-engage in counseling.

- Diagnoses: Autism, ADHD, GAD, and unspecified depressive disorder

- Neuropsych evaluation verified the student's self report through assessment, evaluation results, etc.

Approval Sent to Student

The Accommodation Review Team met on DATE to review your request for the accommodation: make-up quizzes/exams, occasional extension on assignment deadlines, occasional absence notification. The team reviewed current documentation, information from the coordinator, and applicable case notes of the interactive process.

Based on the provided information and need for the disability-related accommodation, the team has determined to approve the requested accommodation for: make-up quizzes/exams, occasional extension on assignment deadlines, occasional absence notification. The reason for the approval is because the self-report indicates a need for the requested accommodations due to an increase in disability-related symptoms, and is verified by the documentation.

Your Access Coordinator (cc'd) has been notified of the decision. The accommodation has been added to your eligible accommodations in the Access Portal. You will also receive an updated eligibility letter which reflects your added accommodation.

AHEAD Association on Higher Education And Disability®

Approval Sent to Student cont.

NEXT STEPS:
To activate this accommodation for the relevant course(s), please log into the Access Portal and modify your accommodations. For testing accommodations, this will fall under "alternative testing" so when you click modify go ahead and unclick/reclick "alternative testing" and it will update to include the new accommodation. Check the box to request notification be sent to your professor. Once modified and activated, your coordinator will send your updated accommodations to the relevant instructor(s).

If you have any additional questions or need additional support, you are welcome to schedule a meeting with your assigned coordinator. We also recommend reviewing the Accommodations Handbook to learn more about your accommodations.

Sincerely,
Accommodation Review Team

AHEAD Association on Higher Education And Disability ®

Case Study Example II

- Self-report: Request notes on exams due to it being a previous accommodation. Student has difficulty identifying the need for the accommodation.

- Diagnoses: ADHD and Borderline Intellectual Functioning

- Diagnostic evaluation:
    - "[student] would be expected to learn material at a slower rate than his same-aged peers, and may require more repetition of new concepts in order to reach mastery of new materials/skills."
    - Average scores in reading and math, low scores in writing
    - Did not address barriers related to memory; did not recommend it as an accommodation.

- IEP in high school
    - Writing, math, self-advocacy, and organization/study skills goals
    - Previous accommodation: notes on tests/quizzes

AHEAD Association on Higher Education And Disability ®

Denial Sent to Student

The Accommodation Review Team met on DATE to review your request for the accommodation: notes on exams. The team reviewed current documentation, information from the coordinator, and applicable case notes of the interactive process.

Based on the provided information and need for the disability-related accommodation, the team has determined to, at this time, deny the requested accommodation for: notes on exams. The reason for the denial is based on the self-report and documentation. Notes on exams (including word list and formula sheet) is not a reasonable or appropriate accommodation. Although notes on exams have previously been provided in K-12, the standards at which students qualify for reference materials on exams in college is different than in K-12. It will be helpful for you to develop skills related to studying techniques, and consider using the resources provided below.

The Accommodation Review Team recommends the following:
- Use the Boise State Assignment Calculator to learn study strategies, prepare for exams, and plan how to complete other assignments.
- Peers can be a great source of knowledge for building academic management skills! Consider meeting with a peer academic coach through AASC to build academic management strategies, study skills, and note taking strategies.
- Explore academic skills and strategies through AASC's online workshops and learning modules.
- Use the free, drop-in tutoring services available at the Math Learning Center.
- Visit The Writing Center in-person or over Zoom, or simply submit your work to them to get feedback on any written assignments.

AHEAD Association on Higher Education And Disability ®

Denial Sent to Student cont.

If you have any questions or need support with any of the above recommendations, we encourage you to schedule a meeting with your assigned coordinator (cc'd). Your Access Coordinator has also been notified of the decision.

Once you have completed the recommended steps listed above, the decision regarding your requested accommodation(s) may be eligible for reconsideration. If you believe you are eligible for reconsideration, please notify your coordinator directly (by meeting, phone, or email) so they may submit a reconsideration for the accommodation request.

We understand this may be disappointing. If you do not agree with the decision or any of the recommendations listed above, you can choose to appeal the Accommodation Review Team's decision. To appeal the decision, you will need to meet with NAME/LINK, the Educational Access Center Director, to discuss the situation and provide rationale for why the team's decision should be reconsidered.

Sincerely,
Accommodation Review Team

AHEAD Association on Higher Education And Disability®

Differences

Boise State University

- Accommodation Review Team

- Google form submission populates into a spreadsheet

- Associate Director sends agenda and decisions

- Different accommodations reviewed by ART

- Appeal process

University of Idaho

- Access Review Committee

- Excel spreadsheet

- Access Consultants send decisions

- Different accommodations reviewed by ARC

- Appeal process

Boise State University

Submissions

- 331 ART submissions

- 2 resubmissions (updated documentation)

- 3 appeals (2 decisions remained, 1 alternative accommodation provided)

Decisions

- 62.2% approved

- 8.2% provisionally approved

- 10.6% denied, other

- 10% denied, need additional documentation

- 3.6% denied, alternative accommodation

- 5.1% combination of approved and denied (multiple accommodations)

University of Idaho

Submissions

- 368 ARC submissions

- 7 appealed accommodations (5 students)
  - 2 decisions remained, 5 approved

- 2 appeals to Director, 2 approved

- 0 appeals to Dean of Students

Decisions

- 71.7% approved

- 28.3 % denied

AHEAD Association on Higher Education And Disability ®

Takeaways

- Improved confidence in staff
- Improved turnaround time in decision-making
- Preserved relationships with students
- Comprehensible appeal process

Discussion

Templates

[Sharepoint: Templates](#)