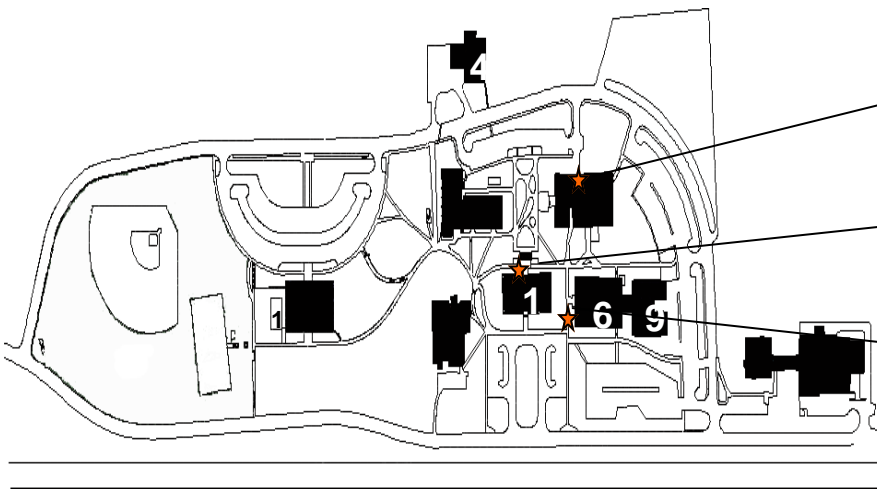


Dalton State

Disability Support Services Grievance Policy Procedure

Dalton State College Campus Map



Mary Andrews
Carol Treible
ACE Center
Pope Student Center

Jodi Johnson
Office of Enrollment Services-
Westcott Building

John Hutcheson
Office of Academic Affairs
Memorial Hall



University System of Georgia
An Equal Opportunity/Affirmative Action
Program Institution

Disability Support Services Grievance Policy and Procedure

POLICY

Dalton State College desires to provide appropriate, effective, Disability Support Services (DSS), that meet the needs of students and that comply with all federal, state, local, University System of Georgia, and Dalton State College (DSC) mandates and guidelines.

It is recommended to students who have a concern regarding their accommodations, that they review the DSS Handbook, and determine whether all the steps required to receive accommodations have been followed. DSS staff will be glad to assist with this process.

ON BEHALF OF STUDENTS, (DSS) STRIVES TO:

- *Inform* students of the availability DSS at DSC.
- *Help* students *understand* how to request DSS.
- *Guide* students through the process of obtaining documentation that supports a request for services.
- *Educate* students regarding their role in *asking for and planning* reasonable accommodations with instructors.
- *Recommend* steps to effective utilization of accommodations.
- *Promote* the use of adaptive technology that is available on campus.
- *Introduce* students to, and encourage students to participate in, *all* support services available to *all* students on campus.
- *Teach* students self-advocacy skills.
- *Encourage* students (verbally and in writing) to remain in contact with DSS during each term.
- *Encourage* students (verbally and in writing) to ask for help with any aspect of DSS at any time.

ON BEHALF OF FACULTY, DSS STRIVES TO:

- *Inform* faculty of the availability of DSS and the resources that are available.
- *Identify* the faculty, student, and DSS roles in the provision of accommodations.
- *Educate faculty* regarding their role and the appropriate and effective use of accommodations.

ON BEHALF OF STUDENTS, FACULTY, AND STAFF:

DSS promotes open communication with all individuals involved in the process of providing Disability Support Services. Feedback, regarding all aspects of the provision of DSS, is *intentionally* solicited on an ongoing basis. The following evaluation tools provide the opportunity for students to express and address concerns each term and academic year that services are received:

- *Verbally inquiring* about the satisfaction with services for each class, at the time students return completed accommodation forms to DSS.
- *Providing* an opportunity for students to give written and verbal feedback regarding satisfaction with services at the end of each semester.
- *Conducting* annual DSS student and faculty surveys at the end of each academic year.
- *Incorporating* feedback from students and faculty into reviews of practices, procedures, and policies of DSS. Information is shared with other offices on campus, when applicable.

PROCEDURE

The DSS Grievance Procedure is provided as a next step, if the above opportunities for addressing concerns regarding DSS services did not result in the desired response. *Any student, who is of the opinion that our efforts to provide Disability Support Services are non-compliant, or are discriminatory, has the following DSS Grievance Procedure to use to seek resolution of the concern.*

- Complete the Grievance Form, found on the back of this brochure.
- Follow the steps listed at the top of the form.
- Submit the Grievance Form, within 30 days of the last attempt at resolution, in person, by appointment, to an individual selected from the list provided at the right. Be prepared to discuss the concern, and any additional information that is requested, and to accept a follow-up appointment within 10 College business days.
- If needed, participate in additional meetings and activities necessary to resolve the concern.

The Dalton State College staff person who receives the Grievance will:

- A. Review the written Grievance, and record on a Grievance Documentation Form, any additional information generated verbally during the visit.
- B. Attempt an immediate resolution of the concern. If an immediate resolution is not feasible, schedule a follow-up appointment with the student within ten (10) College business days. Record the plan and appointment on the bottom of the Grievance Documentation Form. Sign the form, along with the student, and provide the student with a copy of the Form and a copy of the original Grievance.
- C. Within three to five (3-5) College business days, prepare and mail, to the address provided at the top of the Grievance Form, a follow-up letter confirming the receipt of the completed Grievance Form, and the follow-up appointment.
- D. Within the next ten (10) College business days, determine the individuals to be involved in the resolution process. Gather additional information and guide the determination of plausible resolutions to the concern.
- E. Document all resolution activities on DSS Grievance Documentation Forms.
- F. Meet with the student, as previously scheduled, and discuss the status of the Grievance and proposed resolutions. Schedule a follow-up appointment with the student within three (3) College business days to sign the final resolution agreement letter. Prepare a letter to the student that outlines details of the resolution, individuals responsible for the components of the resolution, and timeframes for implementation.
- G. In person, at the previously scheduled appointment, the student and the DSC Staff person, will sign the resolution agreement letter, and an exact duplicate of the original, for the DSS file. The student will be given the original letter, and a copy of the duplicate. A copy of the original letter, and the duplicate, will be placed in the student's DSS file. A copy will be provided to each of the aggrieved parties, and to the ADA Coordinator, for the institutional file.
- H. Note: Until a resolution is reached, additional periods of resolution activities and meetings may be repeated, as long as all parties agree the process is moving forward and is productive. The content of discussion, actions taken, and status of the resolution process and plan will be noted on DSS Grievance Documentation Forms.
- I. If any participant determines that the process is no longer progressing, if a mutually agreeable resolution cannot be reached, or, if other avenues of resolution are not available to the DSS staff person who is coordinating the resolution process, the status of the process will be noted on a Grievance Documentation Form. The staff person will arrange an appointment for the student to continue the resolution process with the next appropriate individual, and forward the original Grievance Form to that individual to enable preparation for the next appointment with the student. A copy of the Grievance Documentation Form will be provided to the student.
- J. The DSC Grievance Procedure is available to continue resolution of concerns that are not able to be resolved through the DSS Grievance Process.

CONTACT INFORMATION

Disability Support Services Facilitator
Mary Andrews
Academic and Career Enhancement Center
Lower Level, Pope Student Center, Room 12
706-272-4429

Director, Academic and Career Enhancement Center
Carol Treible
Academic and Career Enhancement Center
Lower Level, Pope Student Center, Room 10
706-272-4545

ADA Coordinator
Dr. John Hutcheson, Jr.
Office of the Vice President for Academic Affairs
Memorial Hall, Room 122
706-272-4421

Vice President for Enrollment and Student Services
Jodi Johnson
Office of Enrollment Services-Westcott Building
706-272-4475

The mailing address for each of the individuals listed is:
650 College Drive, Dalton, GA 30720

Dalton State College Disability Support Services Grievance Form

- To file a grievance:
1. Read the Grievance Policy and Procedure on the reverse side of this brochure.
 2. Complete this form. Print clearly. Leave the form attached to the brochure.
 3. Make an appointment with one of the individuals listed under "Contacts" to submit this form, review the Grievance, and to provide any additional clarifying information that may be needed.

We cannot accept an incomplete, illegible, or unsigned form, or a Grievance that is not personally submitted. Contact one of the individuals listed under "Contacts" for assistance in: reading, understanding, or completing this form; submitting a Grievance; if you feel you are unable to submit a Grievance in person; or any other assistance you may need related to filing a DSS Grievance.

Print Name: _____ ID # _____ Daytime Phone _____
Address _____ City _____ State _____ Zip Code _____ Alternate Phone _____

I have reported my concern in writing on:

- ___ DSS Registration Reminder, mailed at the end of each semester, and that specifically solicits student concerns.
- ___ Accommodation receipt form, signed at the beginning of each semester, that specifically solicits student concerns.
- ___ Annual DSS Student Survey, conducted at the end of each academic year.

I have discussed my concern with:

- | | |
|---------------------------|--|
| ___ Faculty: _____ | ___ Mary Andrew, DSS Facilitator, ACE Center |
| ___ Division Chair: _____ | ___ Carol Treible, Director, ACE Center |
| ___ Staff: _____ | ___ Dr. John Hutcheson, ADA Coordinator, VP Academic Affairs |
| ___ Other: _____ | ___ Jodi Johnson, VP Enrollment and Student Services |

Responses Received: _____

Please describe the concern: _____

Response Desired: _____

My signature indicates that I have read, or have had read to me, understand, and agreed to abide by the DSS Grievance Procedure as printed on the back of this form: Signature _____ Date _____ Time _____

Attach additional explanatory sheets, if necessary. We cannot accept unsigned or incomplete Grievance Forms.