



Students who request an accommodation through the Office of Accessibility Services (OAS) and are denied, have the opportunity to appeal the denial of the requested accommodation. In this instance, students who wish to file an appeal will follow the process outlined below.

## STEP 1 | INFORMAL APPEAL

### 1. Student makes an informal appeal to the OAS staff member who denied the request.

- The informal appeal can be in the form of an email, phone conversation, or in-person conversation.
- The student should outline:
  - The nature of the request
  - Why they believe the request is reasonable
  - How it is in line with their disability

### 2. The OAS staff member will consider the request and submitted documentation, and within **two business days**, will contact the student via phone and Clark State email.

- Should additional documentation be requested before making a decision, the OAS staff member will contact the student, but a decision could be delayed due to pending documentation.

### 3. In the event the Informal Appeal is denied, the student may proceed to Step 2 | Formal Appeal 1.

## STEP 2 | FORMAL APPEAL 1

1. In the event the informal appeal is denied, the student may file a formal appeal by completing the form found here:

2. The request is submitted to the OAS staff member who denied the appeal in Step 1.

3. Within **two business days**, the OAS staff member who denied the appeal, will:

- Forward the request to the OAS staff member located on the opposite campus.
- Include a letter detailing their rationale for denying the request.

4. The OAS staff member reviewing the appeal will inform the student of the decision within **five business days**.

- The decision letter will contain the staff member's rationale for the decision as well as the steps the student may take if they are dissatisfied with the decision.

5. In the event the student's Formal Appeal 1 is denied, the student may have seven calendar days from the date of denial to file another appeal as detailed in Step 3.

6. In the event the student **does not file** an appeal as outlined in Step 3 within **seven calendar days**, OAS and Clark State **will consider the matter closed**.

## STEP 3 | FORMAL APPEAL 2

1. In the event a student's request has been denied as outlined in Step 2, the student may make an additional appeal by completing the form found here and selecting: Appeal 2.

2. The OAS staff member on the student's primary campus will forward the request to the OAS staff member who denied the appeal in Step 2 within **two business days**.

3. Within **two business days** of receipt, that staff member will forward the student's request, and letter detailing their rationale for denying the request, to the Dean, Enrollment Services.

4. The Associate Dean, Academic Services will have **five business days** to consider the appeal and inform the student of their decision.

5. The decision will be sent to the student via the student's Clark State email address and a mailed letter.



6. If the appeal is denied, the letter will also inform the student of the process to file a final appeal as outlined in Step 4.
7. The student will have **seven calendar days** from the date of the denial to file a final appeal as outlined in Step 4.
8. In the event the student **does not file** an appeal as outlined in Step 3 within **seven calendar days**, OAS and Clark State **will consider the matter closed**.

#### **STEP 4 | FINAL APPEAL**

1. In the event the student's appeal is denied as outlined in Step 3, they may file a final appeal with the Vice President, Student Affairs by completing the form here: and selecting "final" appeal.
2. Within **two business days** of receipt, the request will be forwarded to the Associate Dean, Academic Services.
3. Within **two business days** of receipt, the Associate Dean, Academic Services will forward the students request as well as a letter detailing their rationale for denying the request to the Vice President, Student Affairs.
4. The Vice President, Student Affairs will have **five business days** to notify the student of the decision.
5. The student will be notified of the decision through their Clark State email and a mailed letter.
6. After the Vice President, Student Affairs has made their decision, OAS and Clark State will consider the **matter closed**.
7. In the event the student's final appeal is denied, the student may file a complaint with the Ohio Civil Rights Commission; however, no internal appeals will be considered beyond this step.