

## Disability Services

South College does not discriminate on the basis of disability in education programs and activities pursuant to the requirements of Section 504 of the Rehabilitation Act of 1973, as amended by the Rehabilitation Acts Amendments of 1974, and the Americans with Disabilities Act (ADA) of 1990. A disability is a mental or physical impairment which substantially limits one or more major life activities. Students with disabilities means any person who has a physical or mental impairment that substantially limits one or more major life activities; or has a record of such impairment; or is regarded as having such an impairment.

### Policy for Requesting Academic Adjustments

Students who seek reasonable accommodations should notify the Dean of Student Services (Main Campus & Parkside Learning Site) or to the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site) of their specific limitations and, if known, their requested accommodations.

#### Contact Information:

- Dean of Student Services (Main Campus & Parkside Learning Site), 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-293-4539
- Dean of Academic and Student Services (Asheville Learning Site), 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2566
- Dean of Academic and Student Services (Nashville Learning Site), 616 Marriott Drive, Suite 550, Nashville, TN 37214, Phone: (615) 802-3000

At the initial meeting, students will be asked to complete the *Registration Form for Disability Services* to disclose their specific limitations and requested accommodations, which can include auxiliary aids or academic adjustments or services. Students will be asked to provide medical documentation from a healthcare professional of the need for accommodations. Students are encouraged to request accommodations and provide the required documentation at least one month prior to beginning classes for the first time in order to allow time for the request to be evaluated appropriately and for the accommodation to be arranged. Classroom accommodations are not retroactive and are effective upon the instructor(s) receipt of the approved accommodation letter.

The request for accommodations is considered complete once the student submits the *Registration Form for Disability Services* and the medical documentation to the Dean of Student Services (Main Campus & Parkside Learning Site) or to the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site). A decision to grant or deny requested accommodation(s) will be provided to the student in writing within two (2) weeks of the completed request.

In the case of denials of accommodation(s), the written notice will explain the reason(s) for the denial and the procedures for appealing such decisions. Denial of auxiliary aids, academic adjustments, or other aids or services will not occur without consideration by the College of at least the following factors: (a) the extent of the student's disability; (b) the student's prior use of auxiliary aids; (c) the nature and complexity of program content and the modes through which

course content is presented; and (d) whether the requested adjustment, aid or service would effectively accommodate the student's disability in the context for which it is requested.

For approved accommodations, the Dean of Student Services (Main Campus & Parkside Learning Site) or the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site) will provide an accommodation letter to each of the student's instructors as soon as possible and within one (1) business day of the accommodation approval if the quarter is already in session or by the first day of the quarter if classes have not commenced. When an accommodation is approved, the Dean of Student Services or the Dean of Academic and Student Services will inform the student in writing of the time period for which the accommodation is granted, based on evaluation of the student's need. Where an accommodation is approved for the student's entire tenure at South College, accommodation letters will be provided to each of the student's instructors each quarter by the first day of the quarter unless the student provides written notification to Dean of Student Services (Main Campus & Parkside Learning Site) or to the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site) of the need for a change to the approved accommodation.

### **Appeal of Accommodation Decision**

Students have the right to appeal an accommodation request denial. Within ten (10) business days after the initial accommodation decision, students must submit a request in writing outlining how the requested accommodation relates to his/her disability in an educational capacity to the Vice President of Academic Support and Student Services, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1816. The Vice President of Academic Support and Student Services will review the request and send a decision in writing to the student within seven (7) business days of the student's request.

Should the student wish to continue the appeal process once a decision has been received, then the student can appeal to the Executive Vice President/Provost. Within seven (7) business days of the receipt of the decision, students must submit a request in writing outlining how the requested accommodation relates to his/her disability in an educational capacity to the Executive Vice President/Provost, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1819. The Executive Vice President/Provost will review the request and send a decision in writing to the student within seven (7) business days of receipt of the request. The decision of the Executive Vice President/Provost is final and cannot be appealed.

### **Section 504 Grievance Procedure**

It is the policy of South College not to discriminate on the basis of disability. South College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Dean of Student Services (Main Campus & Parkside Learning Site) and the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site) have been designated to coordinate the efforts of South College to comply with Section 504. The Section 504 Grievance Procedures apply to any complaints alleging disability discrimination and harassment carried out by employees, other students, or third parties.

Any person who believes he/she has been subjected to discrimination on the basis of disability may file a grievance with the Dean of Student Services (Main Campus & Parkside Learning Site) or to the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site). If the complaint is against either the Dean of Student Services (Main Campus & Parkside Learning Site) or the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning Site), it should be filed with the Vice President of Academic Support and Student Services, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1816. The complaint must be submitted in writing within thirty (30) business days of the date the complainant had knowledge of the alleged discriminatory action and must state the problem or action alleged to be discriminatory and the remedy or relief sought. South College may extend this timeframe based on extenuating circumstances at the College's discretion. The Dean of Student Services (Main Campus & Parkside Learning Site) or the Dean of Academic and Student Services (Asheville Learning Site & Nashville Learning) (or the Vice President of Academic Support and Student Services, in the case of a complaint against either of those individuals) will investigate the grievance. The investigation will be conducted in an adequate, reliable and impartial manner, with an impartial decision maker, and will include providing both the complainant and respondent an opportunity to present relevant witnesses and other evidence relevant to the complaint. The investigator will issue a written decision to all parties no later than thirty (30) days after receipt of the grievance, which includes the basis for his/her decision unless the parties agree to extend the time. South College will take steps to prevent recurrence of any disability discrimination or harassment found to have occurred, and to correct its discriminatory effects on complainants and others, if appropriate.

Once a decision has been rendered, either party may appeal the decision by writing to the Vice President of Academic Support and Student Services, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1816, within seven (7) business days of receipt of the decision. The Vice President of Academic Support and Student Services will issue a written decision to all parties in response to the appeal no later than fifteen (15) business days after receipt of the appeal.

Should either party wish to continue the appeal process once a decision has been received, then the he/she can appeal to the Executive Vice President and Provost within seven (7) business days of the receipt of the decision. The party filing the appeal should submit a request in writing to the Executive Vice President/Provost, 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-251-1819. The Executive Vice President/Provost will review the request and send a decision in writing to the party within fifteen (15) business days. The decision of the Executive Vice President/Provost is final and cannot be appealed.

Retaliation against any person who files a grievance or assists South College in the investigation of a complaint under this policy is strictly prohibited and may result in disciplinary action up to and including termination or dismissal by South College.

## **Non-Discrimination Policy**

South College is an equal opportunity college open to any qualified individual without regard to race, religion, sex, age, color, national or ethnic origin, sexual orientation, or disability. Pursuant to all applicable federal anti-discrimination laws, including Section 504 of the Rehabilitation Act of 1973, and regulations, South College does not discriminate against any of the protected categories of individuals in the administration of policies, programs, or activities. This nondiscrimination policy includes admission policies, loan programs, employment practices, and all other college-administered programs. The following individuals are charged with ensuring South College's compliance with these laws:

- Dean of Student Services (Main Campus & Parkside Learning Site) 3904 Lonas Drive, Knoxville, TN 37909, Phone: 865-293-4539;
- Dean of Academic and Student Services (Asheville Learning Site), 140 Sweeten Creek Road, Asheville, NC 28803, Phone: (828) 398-2566;
- Dean of Academic and Student Services (Nashville Learning Site), 616 Marriott Drive, Suite 550, Nashville, TN 37214, Phone: (615) 802-3000