

Determination of Reasonable Accommodation

Definition:

Academic accommodations for students at UMass Lowell are services or resources that ***provide equal access to a post-secondary student with a disability by reducing the negative impact of the disability***. Remediation is not a form of accommodation. Remediation is support or instruction in skills not acquired earlier in the educational process, and is not offered through this office. Students seeking remediation or tutoring should contact the [Centers for Learning and Academic Support Services \(CLASS\)](#).

Process Overview:

Reasonable academic accommodations are determined on an individual basis. A qualified Disability Services staff member meets with a student requesting an accommodation and reviews the information provided by diagnosing professional(s). That information should include a diagnosis, associated functional limitations, and, if possible, recommended accommodation(s). The staff member considers this information in the light of the scope and limitations listed below, consulting with faculty members when appropriate, and then determines which if any accommodations to provide. If insufficient information is provided from diagnosing professional(s), a request for accommodation may not be provided. If the Disability Services staff member does not find appropriate evidence on which to base decisions concerning accommodations for a student with a disability, the student may be referred for additional assessment (e.g. tests of intelligence, cognition/information processing, and academic achievement).

Scope and Limitations:

Reasonability: If providing an accommodation would place an undue hardship on the University such as significant difficulty or expense, the University is not required to provide the accommodation. Factors considered include cost compared to available financial resources, faculty and staff time resources, space resources, number of employees, and impact upon others' ability to work/learn. ***Fundamental alteration:*** Accommodations may not be provided which would fundamentally alter the nature or scope of learning of the student's instructional program(s), or which would circumvent any directly-related licensing requirement.

Follow Up For Related Concerns:

If you do not believe that your needs are being adequately or appropriately met, you are encouraged to meet with Jody Goldstein, Director of Student Disability Services. She will work with you on a case-by-case basis to attempt to resolve your concerns when feasible within the limits established by law for the provision of reasonable accommodations. If you have a concern or complaint that your rights under the Americans with Disabilities Act have not been met, you may contact:

Section 504/ADA Coordinator Clara I. Orlando, Director, Equal Opportunity and Outreach, 978-934-3565, or Deputy 504/ADA Coordinator Donna Vieweg, Sr. EOO Employment Specialist, 978-934-3566.

Human Resources and Equal Opportunity and Outreach, Wannalancit 3rd Floor, 600 Suffolk Street, Lowell, MA 01854

You have a right to file a formal complaint at any time with these agencies:

1. The United States Equal Employment Opportunity Commission (EEOC) John F. Kennedy
Federal Building Boston, MA 02203
(800) 669-4000
TTY: (800) 669-6820

2. The Massachusetts Commission Against Discrimination
(MCAD)
One Ashburton Place
Sixth Floor, Room 601
Boston, MA 02108
(617) 994-6000
TTY: (617) 994-6196