Student Accessibility Resource Center (SARC)
General Appeal Procedures

It is the responsibility of the Student Accessibility Resource Center to analyze all information when making equal access decisions. On occasion, a student may not agree with the identified accommodations made available and offered to the student. As required by Section 504 and the Americans with Disabilities Act, SARC includes a process for prompt review and resolution in such situations.

To Appeal an Accommodation Decision by SARC:
If a student does not agree with an approved/not approved accommodation decision made by the student's SARC point of contact (generally an Associate Director, Assistant Director or Accessibility Coordinator), the student may file an appeal through the SARC Appeal Process. The following steps outline this process:

Step 1 : Students should first meet with the SARC staff member who made the decision and attempt to resolve the problem informally. It is anticipated that most questions will be resolved in this way.

If informal discussions with SARC staff have not resolved the issue, the individual shall email the Director or complete the appeal form https://forms.gle/j2WaUfpS5GDejvNo6 which will be sent to the Director of SARC or their designee, within ten (10) business days of the event(s) that led to the concern. In some cases, the Director may need to refer the complaint to a designee if timelines cannot be met.

Step 2: The Director of the Student Accessibility Resource Center, or their designee, shall meet with the individual within seven (7) working days of the receipt of the complaint if the student desires a meeting. The SARC Director, or designee, will provide the student with a written decision via GSU email within ten (10) business days of the meeting with the student.
Efforts will be made to complete the appeal process within 10 business days. Temporary delays and limited extensions may be granted by the institution for good cause throughout the appeal process. The student will be informed in writing of any extension or delay during the appeal process.

Process Note: When an appeal is being reviewed during Steps 1 – 2 and the student shares new personal information or documentation that was not provided at an earlier step in the process, the Director or designee reserves the right to refer the student back to the student's initial SARC point of contact for reassessment of the situation. The presence of new information may have impacted the original decision if shared initially.

Step 3 : If the process set forth in Steps 1-2 does not resolve the issue, the individual may request a review of the appeal by the ADA/Section 504 Coordinator by submitting an email to

the SARC Director within ten (10) business days of the SARC Director's written decision. Upon receipt of this request, the SARC Director will forward all relevant documentation, including the complaint submitted to the SARC Director in Step 1 of the process.

The ADA/Section 504 Coordinator or designee shall be in contact with the student within seven (7) business days of receipt of the complaint. The ADA/Section 504 Coordinator will make a final decision on the appeal and will provide the student with a written decision via GSU email within ten (10) working days of communicating with the student.
The decision of the ADA/504 Coordinator will be the final institutional decision. Further appeals, if available, are governed under the policies and bylaws of the Board of Regents of the University System of Georgia: https://www.usg.edu/policymanual/section6/C2714/

To Appeal an Accommodation Decision by Faculty:
Step 1: If a student has a concern with a professor who has not provided a specific accommodation, the student should contact SARC staff immediately so that staff can assess the situation. SARC staff may consult with the professor, department chair, and/or dean. If SARC staff agree with the professor that a particular accommodation is not reasonable or fundamentally alters their course, they will inform the student. If the student disagrees with this decision, the student can submit an appeal using this form https://forms.gle/RE6cpqQqcfo4SgvcA which will be reviewed by the SARC Director.

Step 2 : The Director of the Student Accessibility Resource Center, or their designee, shall meet with the individual within seven (7) working days of the receipt of the complaint if the student desires a meeting. The SARC Director, or designee, will provide the student with a written decision via GSU email within ten (10) business days of the meeting with the student. Efforts will be made to complete the appeal process within 10 business days. Temporary delays and limited extensions may be granted by the institution for good cause throughout the appeal process. The student will be informed in writing of any extension or delay during the appeal process.

Step 3 (ADA/Section 504 Coordinator Reviews Appeal): If the process set forth in Steps 1-2 does not resolve the issue, the individual may request a review of the appeal by the ADA/Section 504 Coordinator by submitting an email to the SARC Director within ten (10) business days of the SARC Director's written decision. Upon receipt of this request, the SARC Director will forward all relevant documentation, including the complaint submitted to the SARC Director in Step 1 of the process.
The decision of the ADA/504 Coordinator will be the final institutional decision. Further appeals, if available, are governed under the policies and bylaws of the Board of Regents of the University System of Georgia: https://www.usg.edu/policymanual/section6/C2714/

Students may file a Discrimination Grievance with the ADA/Section 504 Coordinator at any time if the student believes that GSU faculty or staff discriminated against the student on the basis of disability.
If a student believes they have experienced disability discrimination, they should contact the ADA/Section 504 Coordinator https://president.georgiasouthern.edu/eeo-titleix/