



Office of Academic and Student Affairs

**Student Access**

Mail code: L601  
3181 S.W. Sam Jackson Park Road  
Portland, OR 97239-3098  
tel 503 494-5657 fax 503 494-4916

## **Accommodations: It's Not Working Process**

Clear communication between students and their service providers and the Student Access staff is vital to utilizing Student Access effectively. Occasionally, there are problems and when these occur we want to engage in some problem solving with students to resolve the problems. Students who are having difficulties with their service providers or faculty or who want to address issues regarding access and/or accommodations should complete the *"It's Not Working, I Need Help"* form.

Students on the OHSU Portland campus are responsible for notifying Student Access of any problems. Students on other campuses are responsible for notifying the Program Accommodation Liaison (PAL) of any problems. To the extent possible, problems will be acted upon within 48 hours. Resolution of a problem is dependent on the nature of the problem. At any time students may contact the Affirmative Action Equal opportunity (AAEO) Department to file a formal discrimination complaint.

### **Students:**

1. Students are responsible for communicating with their service providers. Students who are having difficulties with their service providers should complete and submit the *"It's Not Working, I Need Help"* form to Student Access or appropriate PAL as soon as possible.
2. Students are required to set up an appointment with the Student Access coordinator or appropriate PAL to discuss the problem. This appointment should be made as soon as possible after the problem has been identified.

### Possible Performance Issues:

- Note taker is continually late with notes.
- Note taker takes incomplete and sloppy notes.
- Alternative Tests arrangements are not ready at the appropriate time.

Students who are experiencing difficulties in class or with their instructors must notify the coordinator of Student Access or the appropriate PAL. **Do Not Wait Until The End Of The Term Or After Receiving A Final Grade To Make Contact.**

### **Service Provider:**

Service providers will also complete the *"It's Not Working, I Need Help"* form when issues arise regarding a student's utilization of services.



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**Student Access**  
***"It's Not Working, I Need Help" Form***

Date: \_\_\_\_\_

Date Received: \_\_\_\_\_

Name of Person Completing Report: \_\_\_\_\_

School: \_\_\_\_\_

Course: \_\_\_\_\_

Program: \_\_\_\_\_

What is the Nature of the Problem?

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Name of Person(s), if any, involved:

Service Provider: \_\_\_\_\_

Faculty: \_\_\_\_\_

Facilities: \_\_\_\_\_

Student: \_\_\_\_\_

What do you Suggest to Resolve this Issue?

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-Do not write below/For office use only-

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OFFICIAL RESPONSE:

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**FINAL RESOLUTION/AGREEMENT**

**DATE RESOLVED** \_\_\_\_\_