The following description is for the ARC's Interactive Process Flow Chart, which can be found on the ARC's website. (Updated: August 2024)

The flowchart processes have been vertically categorized across five differently colored groups representing:

1. **Student** (light purple)
2. **ARC** (blue)
3. **Instructors** (teal)
4. **Dean, Admin, Staff** (yellow)
5. **504 Coordinator** (light orange)

At the top of the diagram, the initial Student nodes begin with two options:

- "**Student Initiates Request for Accommodations**" or
- "Student Needs to Update Existing Accommodations".

For both choices, students may "Submit Request (see ARC website)" and the request will be processed by the "ARC" who "Reviews Submitted Requests."

The node sequence continues through the following decision processes:

- "Has Provider Documentation attached"?
  - If **YES**, then ARC will "Review Documentation."
  - If **NO**, ARC will "Request Documentation be Submitted, Provisional Accommodations Offered Without Documentation"
  - For both YES or NO paths, the ARC will then "Meet with Student, Receive their Narrative"
  - ARC will then "Assess Reasonableness of Requests According to ADA/504 Law and expressed Barriers"

From here, ARC may follow a separate path if it "Approve Requests" or a different branch if they "Deny Requests."

For the "**Approves Requests**" path, four main category branches are possible:

1. "**Academic**" request results in "Creates Academic Letter of Accommodation (LOA), Shares with Student", and results in ARC sending letters back to the student, who will then be able to proceed in the following sequence:
   - Student "Downloads Letter, Shares with Instructors". From here, instructors can: "Review Letter" leading to several options before Accommodations are provided. For example, instructors may want to consider the following:
     - "Might one of the Accommodations create a Fundamental Alteration (interrupt course learning objectives)?" or "Might one of the Accommodations create an Undue Burden?" or "Other questions". Any of these questions should lead to Instructor conducting a "Consult with ARC about how to proceed" and then "Meet with the Student" and finally "Provide Accommodations."

- Alternatively, if the instructor already understands how to implement the approved ARC accommodation letter, the instructor can proceed directly to "Meet with student" and "Provide Accommodations."
- Important Note for Instructors: If at any time "Something isn't working?" instructors should "Consult with ARC about how to proceed". Whenever needed, the ARC "Offers Consultation as Needed" and may further redirect to 504 Coordinator: "If additional assistance required, ARC Director reaches out to 504 Coordinator"
- End of "Academic" request path sequence.

2. For approved "**Dining**" requests, ARC "Refers to Dining" group, and the remaining steps pass to "Dining Staff: dietitian consults with students for implementation". End of approved Dining path.

3. For approved "**Housing**" request, ARC "Submits Accommodations to Residence Life". The next steps are handed over to "Residence Life Staff: Assign Specific Rooms Which Meet Approved Accommodations". Next node step "If none are available, student referred back to ARC to prioritize requests" and finally "If still no resolution, student may request update to be released from residency" End of approved "Housing" path sequence.

4. For "**Other**" approved requests that don't fall under the previous accommodation categories, it leads to a "Case-by-Case" assessment with the ARC. End of approved "Other" path.

In the event the ARC "**Deny Requests**", the ARC will "Offer Alternatives" leading to two further branch possibilities.

- ARC will make a "Case-by-Case Assessment" end of denied request path 1.
- and/or redirect to 504 Coordinator who "Responds to Appeals" and will then initiate a new sequence:
  - "Meets with Student"
    - "Offers Consultation as Needed" then "Advises on Fundamental Alteration and Undue Burden Questions"
    - And/or "Internally Investigates Complaints of Discrimination"
  - End of denied request path 2.

Important note for Students: If at any time "Something isn't Working / Disagrees with Faculty Member / Disagrees with ARC Staff Member other than Director" student should first communicate with ARC, who "Offers Consultation as Needed". "If additional assistance required, ARC Director reaches out to 504 Coordinator". At this point after consulting with the ARC, if the student also "Disagrees with ARC Director" the student may also "Contact 504 Coordinator" who will "Respond to Appeals" "Meets with Student" and decide what additional steps may be needed, similar to the process above for when requests have been denied.