

APPENDIX Q

RESOURCES FOR INFORMAL RESOLUTION OF COMPLAINTS OR GRIEVANCES

For consultations regarding unresolved requests for student disability accommodations and access issues, referral to internal and external disability-related grievance and complaint processes and informal resolutions: ADA Compliance Officer, Rosa Garcia, rorgarci@ucsc.edu

For consultation and informal resolution of student disability-related grievances: deanofstudents@ucsc.edu

For consultations and informal resolution of student employment-related disability discrimination issues and complaints: Director of EEO, Conra Frazier, cojfrazi@ucsc.edu

For student classroom, educational and program disability accommodations and access-related consultations and informal resolutions: Disability Resource Center Director, Karen Nielson, knielson@ucsc.edu

For student disability-related computer access and IT-related reasonable accommodations and concerns: Director of Learning Technologies/ADA IT Accessibility Coordinator, Jim Phillips, jphilli1@ucsc.edu

For facility disability-access matters and concerns: ADA Facilities Access Coordinator, Felix Ang, felix@ucsc.edu

For student employment-related reasonable accommodations: Disability Management Coordinator, Kelly Roberts, roberts@ucsc.edu

For confidential conflict resolution assistance and directory of campus problem and complaint resolution resources: Ombuds, De Acker, deacker@ucsc.edu