

## MEMO

**To:** SFSU Faculty, Staff and Students

**From:** Ingrid C. Williams  
Senior Associate Vice President for Human Resources  
504/ADA Compliance Coordinator

**Date:** August 26, 2025

**Subject:** SFSU Responsibilities Under Section 504 and Title II; Complaint Policies and Procedures



San Francisco State University (SFSU) is committed to ensuring an inclusive, accessible, and equitable campus for all members of our community. This memo provides a summary of SFSU's obligations under **Section 504 of the Rehabilitation Act of 1973** and **Title II of the Americans with Disabilities Act (ADA)**, as well as our policies for addressing disability discrimination, in accordance with **California State University (CSU) Executive Orders**.

### 1. SFSU Obligations Under Section 504 and Title II: Program and Physical Access

Under **Section 504** and **Title II**, SFSU is required to ensure that individuals with disabilities are provided equal access to **programs, services, activities, and physical spaces**, both academic and non-academic. It includes the following:

- **Program Accessibility**

- All university programs, including academic courses, extracurricular activities, and public events, must be accessible to individuals with disabilities.
- This includes providing **reasonable accommodations** (e.g., sign language interpreters, note-taking services, exam modifications, accessible course materials).

- **Physical Accessibility**

- University facilities must comply with ADA standards to ensure **barrier-free access**.
- New construction and major renovations must be fully accessible, while existing facilities must be modified where necessary to achieve program access.

- **Digital Accessibility**

- Online content, instructional materials, and university websites must meet accessibility standards
- [WCAG 2.1](#)

### 2. SFSU Discrimination Complaint Policies and Procedures

SFSU has developed procedures for responding to complaints of disability discrimination, as required under Section 504 and Title II. These procedures align with CSU system-wide policies, including:

- Interim Nondiscrimination Policy (EO 1095)

- **Executive Order 1111:** Covers systemwide policies on disability support and accommodations.

#### **Complaint Process Overview:**

- Any student may appeal any reasonable accommodation decision made by Disability Programs and Resource Center by [filing an appeal](#) at any time. An appeals officer will review the appeal.
- Any employee or visitor may appeal any reasonable accommodation decision made by [Employee Accommodations](#). An appeals officer will review the appeal.
- Any student, employee, or visitor who believes they have experienced **discrimination** or **harassment** based on **disability** may file a complaint with the [Office for Civil Rights and Title IX](#).
- Confidentiality is maintained to the extent possible, and retaliation against individuals who report concerns is strictly prohibited.

**For more information or assistance regarding accessibility or filing a complaint, please contact:**

Human Resources

<https://hr.sfsu.edu/employee-accommodations-services/> / [hrwww@sfsu.edu](mailto:hrwww@sfsu.edu) / 415-338-1872

Disability Programs and Resource Center (DPRC)

<https://access.sfsu.edu/> / [dprc@sfsu.edu](mailto:dprc@sfsu.edu) / 415-338-2472

Office for Civil Rights and Title IX

<https://titleix.sfsu.edu/> / [ocrtitleix@sfsu.edu](mailto:ocrtitleix@sfsu.edu) / 415-338-3892

### **3. SFSU Disability and Compliance Training Program**

Resources and reporting options are publicly available on SFSU's website and are regularly shared in employee and student training. Employee Accommodations works in collaboration with Disability Programs and Resource Center (DPRC) to ensure compliance and support employees and students in navigating accommodation and access needs.

**We highly recommend the following trainings:**

[COMPLIANCE SHORT: Accommodating Disabilities](#)

[COMPLIANCE SHORT: Accommodating Disabilities 2](#)

[COMPLIANCE SHORT: Non-disability Accommodations](#)

[CSU-Serving Students with Disabilities: Introduction](#)

[Partnering with Services for Students with Disabilities Offices for Student Success](#)

[Introduction to disability and accessibility](#)

[Introduction to Web Accessibility](#)

SFSU remains deeply committed to creating an accessible and respectful environment for all. Your role in supporting compliance with Section 504, Title II, and CSU policies is essential to that mission.

Thank you for your attention and continued partnership.