

Academic Supportive Measures

Quick Guide for Instructors

As an instructor, you may receive requests for flexibility from, or on behalf of, students for a variety of reasons, including accommodations for people with disabilities and supportive measures for students experiencing illness, crisis, or hardship. It is important to know where to direct students for support and what your options are for being flexible.

The campus has well-developed processes in place for students to request supportive measures, and students are encouraged to use these processes. We urge you to honor requests made within this framework and provide supportive measures to a student on the recommendation of an appropriate office on campus.

Requests for supportive measures may come from any of a number of campus offices, including but not limited to:

- [PATH to Care Center](#)
- [Office for the Prevention of Harassment and Discrimination](#)
- [Disabled Students' Program](#)
- [Social Services](#)
- [Center for Support and Intervention](#)

Campus offices may recommend measures such as:

- excusing absences
- issuing Incomplete grades
- making reasonable academic & work adjustments in the areas of class sessions, exams, tests, projects, deadlines, field trips, and any other required activities
- developing alternative assignments
- permitting test-taking & course attendance in alternative locations

"Properly managing requests for accommodations can often require instructors to devote additional time and attention to meeting student-specific needs. We appreciate your cooperation and value the benefit it confers on our students." —Chancellor Christ, [CalMessage on Student Accommodations](#)

"The purpose of academic accommodations is to ensure that all students have a fair chance at academic success."

—Chancellor Christ, [CalMessage on Student Accommodations](#)



In the event a student comes to you directly with a request, we urge you to respond with compassion and empathy. Please thank them for coming to you and affirm that it can take courage to ask for what they need. You are encouraged to connect the student to campus offices that can offer support and tell the student you will consult campus guidance about honoring their request.

Please avoid asking questions about the reason for a request or asking for proof. Please be mindful to preserve professional boundaries. It is best practice to direct a student to resources rather than trying to intervene yourself.



Have questions? Questions about the appropriateness, suitability, and/or feasibility of a requested supportive measure may be directed to the campus office that has recommended it. You are also encouraged to consult the [Academic Accommodations Hub website](#).