

Welcome

Welcome to the Student Accessibility Services at Cuyahoga Community College (Tri-C), which provides classroom accommodations and support for students with disabilities enrolled at Tri-C. Services to students with disabilities are individualized based on need and the documentation provided. The purpose of this handbook is to address frequently asked questions about the service provided by the Student Accessibility Services and to explain the procedure to obtain the services available. If your question is not answered in this publication, please feel free to contact us for further assistance.

The Law

Cuyahoga Community College is committed to making higher education accessible to all eligible students with disabilities.

The college embraces human diversity and is committed to affirmative action and equal opportunity. In addition, the College is committed to eliminating discrimination and harassment in the workplace and academic environment. These commitments are moral imperatives consistent with an intellectual community that celebrates individual differences, diversity, and meaningful individual freedom to pursue professional and educational goals. In many circumstances, these commitments also represent legal requirements.

Discrimination against any individual on the basis of age, ancestry, color, disability, military status, national origin, race, religion, sex, sexual orientation, veteran status or genetic information is prohibited at Cuyahoga Community College.

The Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990 mandate that colleges and post-secondary institutions ensure that qualified students with disabilities not be denied participation in, or the benefits of, post-secondary education.

The ADA Amendments Act of 2008 (ADAAA) broadened the definition of "disability", thereby extending the ADA's protections to a greater number of people

Likewise, section 4112.022 of the Ohio Revised Code prohibits state-assisted institutions of higher education from discriminating against individuals with disabilities.

Hours of Operation

Monday – Friday 8:30 AM – 5:00 PM Evenings by appointment

The Student Accessibility Services web site:

<https://www.tri-c.edu/student-accessibility-services/index.html>

The College website is www.tri-c.edu

Applying for Services

To receive services for a disability, students must make an appointment to meet with a Student Advisor in the Student Accessibility Services office at the campus they plan to attend and present current documentation of disability from a qualified professional. We recommend scheduling the appointment at least eight weeks prior to the start of classes; some services may require additional time. The Student Advisor will review documentation of disability, discuss needed accommodations with the student, and if approved provide the student with an accommodation letter to give to

Please note that the documentation must specifically state the nature of the disability and any resulting functional limitations that affect the students ability to participate in the educational experiences and opportunities offered by the College.

Confidentiality

Once the Student Accessibility Services has obtained written materials to verify a student's disability and plan for appropriate services, that information will be kept confidential as required by law. This information is kept in a secure locked file with limited access. Information will be shared only on a need-to-know basis within the College community, and only when there is a compelling reason. Information also may be released with the student's written consent.

Rights and Responsibilities

Tri-C students with disabilities have the right to:

- Accessible courses, programs, services, jobs, activities, and facilities offered by Tri-C
- Appropriate confidentiality of all information pertaining to his/her disability
- Reasonable and appropriate accommodations and/or auxiliary aids determined on an individual basis
- Information in alternate formats as appropriate
- District Director of Diversity & Inclusion who may be reached at 216-987-0204 or at the Jerry Sue Thornton Center, 2500 East 22nd Street for any alleged violations of the ADA or Section 504 of the Rehabilitation Act of 1973. The student may also have the issue reviewed by the Office of Civil Rights, US Department of Education, 1350 Euclid Avenue, Suite 325, Cleveland, OH 44114, (216) 522-4970. Additional information is also available at <https://www.tri-c.edu/student-accessibility-services/index.html>
<http://www.tri-c.edu/access/documents/OCR%20complaint%20instructions.pdf>.

Tri-C students with disabilities have the responsibility to:

- Start this process as early as possible by scheduling with a Student Accessibility Services Student Advisor and self-identify as a student with a disability seeking an accommodation.
- Provide to the Student Accessibility Services Student Advisor current documentation of a disability
- Meet the College's qualifications and essential academic and institutional standards, with or without reasonable accommodation.
- Complete the same or equal course requirements that other students complete, with or without accommodations.
- Provide instructors with the accommodation letter from the Student Accessibility Services and discuss accommodation needs with instructors in private.
- Comply with the College's Student Code of Conduct.

Tri-C Student Accessibility Services has the right to:

- Require current documentation from a student completed by an appropriate professional source to verify the need to reasonable accommodations, including auxiliary aids.
- Discuss a student's need for reasonable accommodations and/or auxiliary aids with the professional source of his/her documentation with the student's signed consent.
- Maintain the College's academic standards

- Select among equally effective and appropriate accommodations and/or auxiliary aids in consultation with students with disabilities.
- Deny a request for accommodations and/or auxiliary aids if the documentation does not identify a specific disability if the documentation fails to verify the need for the requested services. **(Faculty and staff should not be involved with this, except the staff of Student Accessibility Services).**
- Refuse to provide an accommodation or auxiliary aid that is inappropriate or unreasonable, including any that: pose a direct threat to the health and safety of others; constitute a substantial change or alteration to an essential element of a course; or pose undue financial or administrative burden on the College.
- Require a three day advance notice to proctor exams.

Tri-C Student Accessibility Services along with Faculty and Staff have the responsibility to:

- Ensure that reasonable accommodations and/or auxiliary are arranged, provided, or allowed.
- Provide information and materials in alternative formats where necessary and required.
- Treat all students with the same fundamental fairness.
- Follow confidentiality guidelines.
- Discuss any issues that arise concerning a student with a disability with the Student Accessibility Services Student Advisor or Assistant Dean of Counseling in a timely manner.
- Maintain appropriate records and communication concerning students with disabilities (Student Accessibility Services maintains records).
- Inform students with disabilities of College policies and procedures for filing a formal grievance through the Office of Diversity and Inclusion through external agencies (e.g. Office for Civil Rights).

Accommodations

Accommodations are provided on an individualized basis. Once the student has met with the Student Accessibility Services Student Advisor and accommodations have been approved, an accommodation letter will be provided to the student to assist him in communicating his needs to instructors.

- At the beginning of each semester, the student must pick up copies of this letter for each of his instructors. For online classes you may request an electronic copy of the letter to share and discuss with your instructor. It should be noted that faculty are under no obligation to provide classroom accommodations for students who fail to present them with the accommodation letter.
- We recommend that the student meet with instructors privately during their office hours to give them the letter and discuss accommodations. Student's taking online classes should follow the instructor's syllabus instructions for communicating privately. Students do not have to disclose specific disability information to instructors. Students may choose only to discuss the accommodations for which they are eligible. This should be done during the first week of class.
- It is the student's responsibility to give (hand-deliver) this letter to each instructor.
- The student should stay in contact with instructors to provide reminders of planned accommodations. For example, if the student is scheduled to take an exam in the Student Accessibility Services office, the student should remind the instructor prior to the exam.
- If the student has any problems receiving accommodations, he should contact the Student Accessibility Services office immediately.
- To request a change in accommodations, the student must schedule an appointment to meet with his Student Accessibility Services advisor to discuss and provide additional

- In certain instances the Student Accessibility Services advisor, with student permission, will provide advance notice to instructors if special arrangements need to be made, such as use of an attendant or an interpreter.

Testing Accommodations

The majority of students test in the Testing Center which does not require a prior appointment. Students testing in the Student Accessibility Services office must schedule appointments at least three days prior to the testing date. All students must read and sign the Student Responsibility form for testing accommodations prior to receiving testing accommodations.

Available Testing Accommodations

- **Extended Time** is based on the time which to complete the test and is adjusted to meet individual needs based on documentation of disability and functional limitations.
- **Proctoring** is provided to students who would benefit from having a monitor present during exams. Proctoring may be administered through the Student Accessibility Services office or instructor.
- **Reading** of exams is available to students who require this accommodation. The College currently utilizes reading software which can read any test in an electronic format. These may be administered through the Testing Center, the Student Accessibility Services office or, in certain cases, administered by the instructor.
- **Scribes** write or type exam answers for students who are unable to do so because of their disability. Exams which require a scribe may be administered through the Student Accessibility Services office or the instructor.
- **Distraction-Reduced Environments** are testing areas which are quiet and free of traffic. Students who require a distraction-reduced environment due to their disability will need to meet with the Student Accessibility Services office to determine which location is most reasonable and appropriate: the campus testing center or the Student Accessibility Services office. Some tests may be proctored by an instructor, but this will be determined on an individual basis prior to test administration.
- **Alternative Formats** for testing include enlarged test font and audio tests. Please notify the Student Accessibility Services office if you require an alternative format when you schedule your test.

Classroom Accommodations

- **Lecture Notes:**
A note taking service is available for students with significant physical, sensory or processing deficits. It is important to note this service is **not** intended to take the place of the student's class attendance. Note takers are other students in the class who volunteer to make copies of their notes. Note takers may have copies made in the Student Accessibility Services office or use a specialized carbonless note taking paper that is provided free of charge and is available in the Student Accessibility Services office.
- **Interpreters:**
Students requiring interpreters should register for courses at least eight weeks prior to the beginning of class in order to help ensure appropriate services. Interpreters are provided to students who are deaf or hard of hearing and require this service in order to

To obtain an interpreter the student must register with the Student Accessibility Services office and provide a copy of class schedule. We recommend at a least 8 weeks prior to the beginning of the classes to ensure adequate time to obtain an interpreter. If it is necessary to make a change in the schedule, the Student Accessibility Services office should be notified immediately. Every effort will be made to schedule an interpreter in accordance with the change; however, it may not be possible to schedule an interpreter on short notice. Interpreters may be scheduled for campus events; services require at least week's advance notice.

- **Failure of Students to Appear:**

For any given class, if the student misses the equivalent of one week of instruction, unless the Student Accessibility Services office is notified in advance, interpreting services may be suspended until the student meets with the Student Accessibility Services Student Advisor.

- **Lab assistants:**

For students who, due to their disability, require assistance in a classroom laboratory setting a Lab Assistants may be provided. A Lab Assistant may be a classmate or someone provided by the academic department or the Student Accessibility Services office, depending on availability. Lab assistants do not provide personal attendant services.

- **Extended time, proctoring, readers, scribes, and distraction-reduced environments:**

These are also provided for in-class assignments. These assignments are treated as tests and arrangements for them should be made accordingly, as selected above (see Testing Accommodations). These accommodations are not provided for homework assignments.

Printed Materials Available as Accommodations

- **Textbooks in Audio format*:**

Students who require audio textbooks on CD or other formats should discuss their needs with their Student Accessibility Services Student Advisor. The Student Accessibility Services office currently utilizes reading software which can read books in an electronic format. Once we have established the need for reading software you will be scheduled for training and we will request an electronic copy of your books from the publisher. Due to copyright laws, the student is required to purchase a copy of the printed book. Publishers providing books generally require 4 to 6 weeks for a textbook to be provided in an alternative format.

- **Textbooks Enlarged*:**

Students needing textbooks enlarged must provide a copy of the text. This service may require several weeks, depending on demand. The Student Accessibility Services office will coordinate this service.

- **Classroom Handouts:**

The Student Accessibility Services office can audio record or enlarge handouts you receive in the class. Please allow one week for this service. The instructor can provide these

handouts to the Student Accessibility Services office in advance. If you wish to keep them, you must provide your own storage media or CD's.

- **Brailled Materials*:**

If the preferred format is Braille, the student should discuss this with the Student Advisor. This service will be coordinated with the Cleveland Sight Cent Student Accessibility Services and requires several months, depending on demand.

**Please note that any textbooks provided to Learning Ally, the Cleveland Sight Center, or the Student Accessibility Services office for taping, enlarging, or Brailing may be taken apart to facilitate and expedite the process.*

Assistive Technology/Equipment Available as Accommodations

Assistive technology and equipment is available for student use for testing and class work. Reserving the equipment may be necessary based on student demand. If equipment is needed which the College does not have, a request should be made to the Student Accessibility Services Student Advisor for assistance in completing an Accommodation Request Form. Depending on the manufacturer, it may take six months or longer for the equipment to be delivered. All equipment purchased by the College remains the property of the College. If the equipment is lost or damaged while on loan, the student is responsible for covering the cost.

The Student Accessibility Services office needs to track equipment use. Therefore, the student will be required to complete an Equipment Loan Form. Some equipment or software, such as CCTV's ZoomText, JAWS, Dragon Naturally Speaking, are available only for use on campus. All equipment on loan must be returned to the Student Accessibility Services office by the end of the term in which it was signed out. Please be aware that the Student Accessibility Services office does not provide personal equipment, such as hearing aids or mobility equipment.

Technology/Equipment List (subject to change):

Closed Circuit TV (CCTV)	Kurzwell 3000
Dragon Naturally Speaking	Manual Wheelchair
Digital recorder	Perkins Braille
Franklin Speaking Dictionary	Phonic Ear
Franklin Spell Checker	Reading Edge
Hand Magnifier	Talking Calculator
JAWS	TTY
Kensington Trackball Mouse	Zoom Text
Kurzwell 1000	

Disability Services Provisions: Differences between high school and college

	High School	College
Goal	Success—all students should graduate	Access—equal access to programs and services
Applicable Laws	IDEA is main legal focus, with some application of Sec. 504 of the Rehabilitation Act	Sec. 504 of the Rehabilitation Act and ADA are the main legal focus
Responsibility for Identification	School	Student
Determining Eligibility	Done by a team of teachers, counselors, and parents. May include assessments done by the school.	Done by the Office of Disability Services The college or university is not required to diagnose. The student is responsible for providing documentation of the disability, which must meet the requirements of the college or university.
Plan of Service	IEP or 504 plan written by the team; very formal; mandatory re-evaluations	Accommodation letter written by the college or university's Office of Disability Services with the student; no specific formula for the plans; re-evaluations not mandated though may be needed
Responsibility for Provision of Services	School: just about everything but medical care	School: reasonable classroom accommodations Student: personal services such as attendants; tutoring; personal aids and devices The student must follow up with necessary staff in order to utilize accommodations.
Educational Setting	Entitled to a Free Appropriate Public Education (FAPE)—least restrictive environment	Inclusion/mainstream with <i>accommodations</i> ; no "special education;" no entitlement—civil right to equal access if <i>otherwise qualified</i>
Staff and Instructors	Trained, designated special education personnel Teachers may be trained to help students according to their disability	Designated person to contact may be specialist or may wear many hats. Faculty may not have any disability services background; are usually not informed of a student's specific disability unless the student chooses to do so; are only expected to know how to provide the prescribed accommodation
What about the student?	The student is included but does not hold primary responsibility.	The student's services are a team effort between the student and the Office of Disability Services.

Due Process	State Board of Education's procedure	<ol style="list-style-type: none"> 1. Office of Disability Services 2. ADA Coordinator for the college/university 3. Office for Civil Rights
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Adapted from the Office of Disability Services, University of Missouri-Columbia; the Office of Disability Services, Cleveland State University; and the Office of Disability Services for Students, University of Montana.

Other Services

Advising

The Student Accessibility Services Student Advisor on each campus provides advising to students with disabilities on accommodations, communicating disability needs with instructors, campus accessibility, and assistive technology. If necessary, the Student Accessibility Services Student Advisor can refer students to outside agencies for additional assistance. The Advisor may act as a liaison between the student and the agency, or the agency and the College. If it is necessary for the Student Advisor to speak with a service provider (for example, doctor or case manager), the student must sign a release of information to allow the Advisor to speak with the agency. Please call the Student Accessibility Services office to make an appointment with the Student Advisor. Students with disabilities are also encouraged to take advantage of the services offered by Counseling, Financial Aid and other College offices.

Tutoring

Tutoring is available in many subject areas through the Tutoring Center and Writing Center at every campus.

Student Organizations

Student Life sponsors student organizations at each campus. These clubs are open to all students.

Other Information

Campus Accessibility

The College makes every effort to ensure the campus is accessible. College staff may provide assistance as needed in every office and facility which serves students on campus. In some cases, such as receiving assistance using the library, it will be necessary to make an appointment in advance to ensure that someone is available. Any difficulties with campus accessibility should be reported to the Student Accessibility Services office.

Parking

Accessible parking (with state and Tri-C permit) is provided in all parking lots. In order to park in designated lots, a student must display a state-issued disability placard on the car windshield.

Transportation

Transportation is available through various private transportation companies through RTA (Greater Cleveland Rapid Transit Authority). For information, contact RTA at (216) 621-9500 or TTY (216) 781-4271, or via the internet at <http://www.rideRTA.com>.

Telecommunication Devices

Students using Sorenson Video Relay call 216-223-6181. Please identify which campus student will be attending.

Emergency Evacuation Procedures

The College's Emergency Procedure Guide states the following:

During a fire or an emergency, disabled or injured persons should enter the nearest stairwell and wait for rescue. Firefighters and Public Safety personnel are responsible for checking stairwells and for directing rescue operations. Firefighters/paramedics are responsible for the physical evacuation of all wheelchair students/personnel from the stairwells. Only under conditions of immediate danger should other personnel attempt rescue of wheelchair students/personnel.

At the beginning of each semester, all students have the responsibility of familiarizing themselves with the most expeditious evacuation routes from each of their classrooms.

Transfer to Other CCC Campuses

Student Accessibility Services are available at all campuses. If a student has registered for Student Accessibility Services at one campus, it is not necessary to complete an intake at another campus due to transfer. The student should notify the current Student Advisor of intent to attend another campus, and the Advisor will have a copy of your file sent to the other Student Accessibility Services office. It is advisable to make an appointment with a Student Advisor at your new campus.

Temporary Disabilities

Services are available for students with temporary disabilities. Students seeking assistance due to temporary disabilities must follow the same procedures to receive their accommodations as students who have permanent disabilities. Services will be provided only for the duration of the disability, as stated by the licensed service provider who is treating the disability.

Service Animals

Service animals are welcome at Tri-C and are subject to local and state laws and ordinances to the extent that those laws and ordinances do not conflict with the American with Disabilities Act (ADA). The service animal must be under the care and control of its handler at all times. Handlers are responsible for any damage or injuries caused by their service animals and must take the appropriate precautions to prevent property damage or injury.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the animal's work or the individual's disability prevents using these devices. The owner/handler must then, in this case, control the animal through voice, signal, or other effective controls.

A service animal is present because it is needed to perform a functional task to assist its owner, therefore it is considered to be "on duty" at all times when it is on campus and should be demonstrating controlled behaviors (quiet, calm, non-distracting, remaining with handler at all times, etc.). Please note, some service dogs are trained to alert their handlers and may be trained to bark in order to do so.

Behaviors that indicate a service animal may not be under the care and control of its handler include, but are not limited to, the following:

- Uncontrolled barking, whining, growling, or making other distracting noises
- Uncontrolled jumping on, nudging, lunging at, sniffing or licking other people
- Regularly escaping the handler or overpowering them
- Destroying College property or the property of others on campus

- Urination or defecation indoors
- Behaviors that pose a direct threat to the health or safety of others

Please contact Student Affairs with any questions or concerns regarding service animals.

Student Accessibility Services office Locations:

Eastern Campus

4250 Richmond Road

Highland Hills, Ohio 44122

216 987-2052

Sorenson Video Relay 216 223-6181

Metropolitan Campus

2900 Community College Avenue

Cleveland, Ohio 44115

216 987-4344

Western Campus

11000 Pleasant Valley Road

216 987-5079

Westshore Campus

31001 Clemens Road

Westlake, Ohio 44145

216 987-3900

Brunswick University Center

3605 Center Road

Brunswick, Ohio 44212

216 987-5079

