

Student FAQ: Online Learning With SAS

Q: Is the Student Accessibility Services office open?

Yes. SAS advisers are working remotely and available to address student concerns **Monday through Friday, 8:30 a.m. to 5 p.m.** All drop-ins and student appointments will be conducted via phone or video conference until further notice. You can contact an SAS adviser at any time with questions or concerns (voicemails are monitored throughout the day).

Campus	SAS Adviser	Voicemail Number	Email
Eastern	Toni Todd	216-987-2052	etonia.todd@tri-c.edu
Metro	Lisa Husamadeen	216-987-4290	lisa.husamadeen@tri-c.edu
Western	Ben Koch	216-987-5079	ben.koch@tri-c.edu
Westshore/BUC	Helen Sullivan	216-987-5732	helen.sullivan@tri-c.edu

SAS General Email Address (Collegewide)	CCCSAS@tri-c.edu
---	--

Q: I've never connected with Student Accessibility Services before because I wasn't sure if I was eligible. What are the eligibility requirements to receive accommodations?

SAS supports students with disabilities and diagnoses including, but not limited to, learning disabilities, visual and hearing impairments, psychiatric conditions, mobility conditions, chronic health issues and other disability conditions that are temporary in nature (e.g., broken limb).

To receive services, students must schedule an online intake appointment with an SAS adviser and submit documentation of their disability. Appointments will be conducted over the phone or via video conference.

Q: What are some of the accommodations available?

Typical academic disability accommodations include extended time for testing, assistive hardware and software, sign language interpreters, textbooks in alternative formats (audiobooks) and others.

Q: Will I still get my accommodations in online classes? What if I need different accommodations?

Accommodations will still be honored; however, they may need to be adjusted given the shift to online instruction. Please contact your SAS adviser to discuss any additional barriers presented by changes in course format.

Q: What happens now that exams are online? How do I get extended time for an online exam?

Communicate with your instructor(s) to discuss your exam accommodations. If your instructor is creating online timed exams, please notify them that you need extended time. Academic departments are responsible for setting up extended testing time in Blackboard. SAS advisers are available to consult with instructors and students regarding unique circumstances.

Q: Will I still have my sign language interpreter in my online classes?

Yes. A sign language interpreter will be assigned to each of your classes and will participate in all video-based instruction to ensure access for you. Contact your SAS adviser for more information.

Q: I never requested that my accommodation letter be sent to my teachers. Is it too late to get accommodations?

No — you can request that your accommodation letters be sent to your teachers at any point in the semester. Please note that accommodations are not retroactive.

Q: I forgot to give my accommodation letter to my teacher for an exam last week. Can I retake the test with my extended time?

Unfortunately, no. Accommodations are not retroactive; therefore, they would only apply to tests going forward.

Q: What should I do if I'm not getting my accommodations?

Notify your instructor if you're not receiving accommodations. If your concerns are not addressed, please contact your SAS adviser as soon as possible. We are available via email and voicemail Monday through Friday.

Q: How do I get access issues resolved with my audiobooks or other SAS-related technical issues?

Contact Eric Shelton, our instructional assistant, at eric.shelton@tri-c.edu or 440-508-6906.

Eric can help you get your textbooks in an alternative format, assist you with resolving Blackboard and Kurzweil screen reader issues, and provide training on various assistive software programs.

Q: Is there free screen reader software that I can use since I'm online so much? My eyes are bothered by all the screen time.

Yes. Blackboard offers an alternative format tool called Ally, which you can find next to any document. Other free screen reading resources are [Natural Reader Software](#) and Kurzweil 3000 "Read the Web" extensions for [Chrome](#) and [Firefox](#).