

## Welcome

Welcome to the Access Program 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 services provided by the Access Program and to explain the procedure to obtain the services available. If your question is not addressed 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 Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990 mandate that colleges and postsecondary institutions ensure that qualified students with disabilities not be denied participation in, or the benefits of, post-secondary education.

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 Access Program web site is at <http://www.tri-c.edu/pathways/Pages/disability.aspx>

The College web site is at [www.tri-c.edu](http://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 Access 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 instructors.

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

## Confidentiality

Where the Access Program 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 limited 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
- File a complaint under College Procedure #3354:1-42-01.2 with the Office of Affirmative Action and Diversity, 700 Carnegie Avenue, Cleveland, Ohio 44115-2878 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 for Civil Rights, Department of Education, 600 Superior Avenue East, Cleveland, OH 44114, telephone 216-522-4970.

**Tri-C students with disabilities have the responsibility to:**

- Schedule an appointment and meet with an Access Student Advisor at least 8 weeks prior to the beginning of the semester and self-identify as a student with a disability seeking an accommodation.
- Provide to the Access 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 accommodation.
- Provide instructors with the accommodation letter from the Access Program and discuss accommodation needs with instructors in private.
- Comply with the College's Student Code of Conduct.

**The Tri-C Access Program along with Faculty and Staff have the right to:**

- Maintain the College's academic standards.
- Require current documentation from a student completed by an appropriate professional source to verify the need for 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.
- 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 or the documentation fails to verify the need for the requested services. **(Faculty and staff should not be involved with this, except the staff of Access).**
- 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.

**The Tri-C Access Program along with Faculty and Staff have the responsibility to:**

- Ensure that reasonable accommodations and/or auxiliary aids 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 Access Student Advisor or Director in a timely manner
- Maintain appropriate records and communication concerning students with disabilities (Access Program maintains records)
- Inform students with disabilities of College policies and procedures for filing a formal grievance through the Office of Affirmative Action and Diversity and through external agencies (e.g., Office for Civil Rights)

## Accommodations

Accommodations are provided on an individualized basis. Once the student has met with the Access 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. It should be noted that faculty are under no obligation to provide classroom accommodations for students who fail to present them with an accommodation letter.
- We recommended that the student meet with instructors privately during their office hours to give them the letter and discuss accommodations. 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 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 Access Office, the student should remind the instructor prior to the exam.
- If the student has any problems receiving accommodations, he should contact the Access Office.
- In certain instances the Access Advisor, with student permission, will provide advance notice to instructors if special arrangements need to be made, such as use of an attendant, interpreter, or service animal.

### Testing Accommodations

Students who require extended time, a reader or distraction reduced environment are required to make arrangements for testing through the Access Office. Students must schedule appointments three days prior to the testing date and read and sign the Student Responsibility Form for testing accommodations at the beginning of each semester, prior to receiving testing accommodations.

#### Available Testing Accommodations

- **Extended Time** is based on the time which the class receives 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 Access Office or instructor.
- **Reading** of exams is available to students who require this accommodation. Exams which require a reader may be administered through the Access Office or 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 Access Office or the instructor. Students must provide their own paper and pencil.
- **Distraction-Reduced Environments** are testing areas which are quiet and free of traffic. Students who require a distraction-reduced environment due to their disability may take their exams through the Access Office, the Assessment Center (East and Metro), the Learning Center (West), or through their instructor
- **Alternative Formats** for testing include enlarged tests and audio tests. Please notify the Access 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 that 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. Specialized carbonless note taking paper is provided free of charge and is available in the Access Office.
- **Interpreters:**  
Students who require 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 and/or hard of hearing and require this service in order to participate in the classroom experience.  
To obtain an interpreter the student must register with the Access Office and provide a copy of class schedule at least 8 weeks prior to the beginning of the classes. If it is necessary to make a change in the schedule, the Access 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 are also available for any event or activity on campus. This requires at least one week's notice.
- **Failure of Students to Appear:**  
For any given class, if the student misses the equivalent of one week of instruction, regardless of whether the Access Office was notified, interpreting services will be suspended until the student contacts the Access Student Advisor or Access Director.

- **Lab Assistants:**  
For students who, due to their disability, require special assistance in a classroom laboratory setting, Lab Assistants may be provided. A Lab Assistant may be a classmate or someone provided by the academic department or the Access 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 stated above (see Testing Accommodations). These accommodations are **not** provided for homework assignments.

#### **Printed Materials Available as Accommodations:**

- **Textbooks in Audio format\*:**  
Students who require textbooks on CD or other audio format should be registered with Recording for the Blind and Dyslexic (RFBD), which has most textbooks available. The forms are available in the Access Office, and your Student Advisor can assist you in completing them. RFBD charges for this service. If a textbook which you require is not available on CD, RFBD or the Cleveland Sight Center will record the book if you are registered with RFBD. Students should allow 4 to 6 weeks for a textbook to be taped. RFBD often needs a semester's lead time to record a book. A special player may be needed for these CD's. Due to copyright laws, the student is required to purchase a copy of the printed book.
- **Textbooks Enlarged\*:**  
Students who would need textbooks enlarged must provide a copy of the text. This service may require several weeks, depending on demand. The Access Office will coordinate this service.
- **Classroom Handouts:**  
The Access Office can record or enlarge handouts you receive in class. Please allow one week for this service. The instructor can provide these handouts to the Access Office in advance. If you wish to keep them, you must provide your own tapes or CD's.
- **Brailled Materials\*:**  
If the preferred format is braille, the student should discuss this with the Access Student Advisor. This service will be coordinated with the Cleveland Sight Center and requires several months, depending on demand.

***\*Please note that any textbooks provided to RFBD, the Cleveland Sight Center, or the Access Office for taping, enlarging, or Brailleing 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 Access 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 Access 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 and Kurzweil, are available only for use on campus. All equipment on loan must be returned to the Access Office by the end of the term in which it was signed out. Please be aware that the Access Office does not provide personal equipment, such as hearing aids or mobility equipment.

**Technology/Equipment List (subject to change):**

Closed Circuit TV (CCTV)	Kurzweil 3000
Dragon Naturally Speaking	Manual Wheelchair
Four-track Tape Recorder	Perkins Braille
Franklin Speaking Dictionary	Phonic Ear
Franklin Spell Checker	Reading Edge
Hand Magnifier	Talking Calculator
JAWS	TTY
Kensington Trackball Mouse	Zoom Text
Kurzweil 1000	

**Other Services****Advising**

The Access 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 Access 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 ACCESS 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 Learning Center (West) or Assessment Center (Metro and East). The Access staff can provide directions to these locations.

**Bridge Programs**

Small group instruction in math, language arts and computer literacy may be offered during the summer for students who need to improve their skills in these areas. Sign-up for these classes, when available, will be in the Access Office.

**Support Groups**

Peer support groups may be offered during the Fall and Spring semesters based on student interest and staff availability. Please note that a support group may not be appropriate for every student, and the size of the group may be limited. The Access Student Advisor will have more information and must make a referral for the student.

**Student Organizations**

Student Life sponsors student organizations at each campus. These clubs are open to students and all students are encouraged to attend. The Access Program may sponsor a club for students with disabilities, based on staff availability and student interest. Please see the Access Student Advisor or staff in Student Life for details on student organizations.

**Other Information****Campus Accessibility**

The College makes every effort to ensure that 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 Access 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 or 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>

**TTY/TTD**

Telecommunication Devices (TDD) are available at all campus Access Offices.

East (216) 987- 2230

Metro (216) 987-4048

West (216) 987-5117

**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 two most expeditious evacuation routes from each of their classrooms.***

**Transfer to Other CCC Campuses**

Access services are available at all three campuses. If a student has registered for Access 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 Access Office. It is advisable to make an appointment with the Student Advisor at your new campus.

**Temporary Disabilities**

Services are available for students with temporary disabilities. Students who are 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 Cuyahoga Community College. The ADA defines service animals as any animal trained to provide assistance to a person with a disability. Service animals must be licensed according to the Ohio Revised Code and obey all local ordinances. The animal must be under the care and control of its owner at all times.