Frequently Asked Questions

Connecting Students With Student Accessibility Services

Q: When is the Student Accessibility Services (SAS) office open?

A: SAS advisors are available Monday through Friday from 8:30 a.m. – 5 p.m. Appointments and drop-in visits can be conducted in person, by phone, or via video conference. You are welcome to reach out to an SAS advisor at any time throughout the semester with questions or concerns.

Campus	SAS Advisor	Voicemail Number	Email
Eastern	Matt Rimar	216-987-2052	matt.rimar@tri-c.edu
Metropolitan	Lisa Husamadeen	216-987-4290	lisa.husamadeen@tri-c.edu
Western	Eric Shelton	216-987-5079	eric.shelton@tri-c.edu
Westshore/BUC	Lydia Hickman	216-987-5732	lydia.hickman@tri-c.edu
SAS general Collegewide email address			CCCSAS@tri-c.edu

Q: I had an IEP/504 Plan in high school. Do my accommodations automatically transfer to my classes at Tri-C?

A: No. Under the ADA, students must self-disclose their disability to SAS to receive accommodations.

Q: I've never connected with SAS before and am unsure if I'm eligible. What are the eligibility requirements?

A: SAS supports students with a variety of disabilities and diagnoses, including but not limited to learning disabilities, neurodivergence, visual or hearing impairments, psychiatric conditions, mobility impairments, chronic health conditions and temporary disabilities (e.g., broken limbs). To receive accommodations, you must submit appropriate documentation of your disability and schedule an intake appointment with an SAS advisor.

Q: I believe I have a disability but have never been diagnosed. Can SAS provide diagnostic testing?

A: No. SAS staff are not medical professionals and do not conduct diagnostic evaluations.

Q: What types of accommodations are available?

A: Common academic accommodations include extended time for testing, assistive technology, sign language interpreters and textbooks in alternative formats (such as audiobooks). All accommodations are determined on a case-by-case basis.

Q: Will accommodations still apply in online classes? What if I need different accommodations for online learning?

A: Yes, accommodations will still be provided but may be adjusted depending on the nature of the online course. Reach out to your SAS advisor to discuss any new challenges you are experiencing.

Q: How do I receive extended time or other testing accommodations for online exams?

A: Communicate directly with your instructor regarding your exam accommodations. If your instructor administers timed exams online, inform them you require extended time. Academic departments are responsible for configuring extended time in Brightspace. SAS advisors are available to assist both students and faculty with unique situations.

Q: Will I still have access to a sign language interpreter in my online or hybrid classes?

A: Yes. Interpreters will be assigned to each of your classes and will participate in all video-based instruction. Contact your SAS advisor for more details.

Q: When should I request that my accommodation letters be sent to my instructors? Is it ever too late to request accommodations?

A: You may request that accommodation letters be sent at any point during the semester. However, accommodations are not retroactive and will only apply from the date the letter is shared with instructors.

Q: I forgot to provide my accommodation letter before an exam. Can I retake the test with accommodations?

A: No. Accommodations are not retroactive. They will only apply to future exams.

Q: What should I do if I am not receiving my approved accommodations?

A: First, speak with your instructor. If your concerns are not resolved, contact your SAS advisor as soon as possible. SAS staff are available Monday through Friday to support you.

Q: Who can help me resolve issues with audiobooks or other SAS-related technical concerns?

A: Contact instructional assistant Nicholas Nunez at nicholas.nunez@tri-c.edu or 216-987-3193. He can assist with alternative format textbooks, troubleshooting Brightspace and Kurzweil screen reader issues, and training on assistive software.

Q: Is free screen reader software available for use?

A: Yes. Brightspace includes an alternative format tool called Ally, accessible next to any document. Additional free resources include NaturalReader software and the Kurzweil 3000 "Read the Web" extensions for Chrome and Firefox.

Q: Do I need to schedule in advance to take exams in the SAS office?

A: Yes. SAS requires at least three business days' notice before a scheduled exam. Contact SAS for testing hours.

Q: If I am already registered with SAS and approved for accommodations, will they automatically be sent to my future instructors?

A: No. SAS will not send accommodation letters without your request. You must contact SAS to request that accommodations be shared with your instructors. Requests can be made by:

· Emailing CCCSAS@tri-c.edu
· Calling the SAS office at your campus
· Contacting your SAS advisor directly
· Visiting the SAS office in person